

WHAT IS FRAUD AND ABUSE?

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Fraud is when someone knowingly and willfully lies in order to get benefits of money from BCBSGa. It happens when a claim submitted includes intentional misrepresentation of services, supplies or prescriptions. Fraud includes, but is not limited to:

- ✚ Billing for services or supplies that were not furnished
- ✚ Altering claim forms to get a higher payment
- ✚ Billing non-covered services as covered services
- ✚ Misrepresenting a patient's diagnosis to justify services or equipment furnished
- ✚ Billing for duplicate services on separate claims
- ✚ Unbundling claims (e.g. billing services performed on the same day on separate claims)
- ✚ Enrolling an ineligible dependent or ineligible member-group
- ✚ Billing for a higher level of service than was performed

IS IT FRAUD?

The following are not examples of fraud:

- ✚ Coverage inquiries or complaints
- ✚ Claims status complaints
- ✚ Quality of care complaints
- ✚ Requests for review or reconsideration

REPORTING FRAUD AND ABUSE

When leaving a message on the Fraud Hotline, please include the following:

1. Your full name
2. Your phone number including area code
3. Your employer/institution name
4. Patient name and id number (if applicable)
5. Provider name and id number (if applicable)

**The Fraud and Abuse Hotline number
is: 800-831-8998**

