

# MEDICAID FRAUD IS A

# crime

Don't let them  
get away  
with it.

## Where to File Your Complaint

If you think a provider has engaged in a questionable activity, please contact one of the following state agencies. These agencies work closely together to prevent fraud and maintain integrity in the services provided to Floridians with developmental disabilities.

### Agency for Persons with Disabilities

Office of the Inspector General  
4030 Esplanade Way, Suite 380  
Tallahassee, FL 32399-0950  
1-866-APD-CARES (1-866-273-2273)  
[www.apd.myflorida.com](http://www.apd.myflorida.com)

### Agency for Health Care Administration

Medicaid Program Integrity  
2727 Mahan Drive, MS 6  
Tallahassee, FL 32308  
1-888-419-3456  
Submit an online complaint at:  
[http://ahcaxnet.fdhc.state.fl.us/  
InspectorGeneral/fraud\\_complaintform.aspx](http://ahcaxnet.fdhc.state.fl.us/InspectorGeneral/fraud_complaintform.aspx)



**Thank you for joining the  
fight against Medicaid fraud!**



agency for persons with disabilities  
*State of Florida*

# Fight Medicaid



*Serving Floridians with  
Developmental Disabilities*

## Fight Medicaid Fraud

The Agency for Persons with Disabilities (APD) pays providers millions of dollars each year to deliver services to Floridians with developmental disabilities. When any of these Medicaid funds are literally stolen through fraudulent practices, APD and its customers are the losers. APD does not tolerate fraud, and neither should you. APD is putting additional safeguards in place, but the agency still needs your help. Please review the following information and help fight Medicaid fraud.

## If You Suspect Medicaid Fraud

You can help by reporting suspected fraud. Complaints may be filed by anyone who observes, is aware of, or receives a complaint from any source alleging Medicaid fraud. You can do this anonymously. However, by giving your name and contact information, you may be able to provide more assistance to the investigator.

## Examples of Fraud

- Billing for equipment or services not provided
- Overcharging or double billing for services or equipment
- Accepting items of value for improper favoritism toward a provider or customer—known as “self-dealing” or “kickbacks”

## How to Prevent Fraud

- **Know** about your services and limits. Fraudulent activity could mean exceeding your approved service limits, causing gaps in services for you.
- **Review** the Medicaid Monthly Services Summary to ensure that all billed services were received.
- **Verify** with your Waiver Support Coordinator that all services being received are approved.
- **Ask questions** if someone wants you to have services or treatments that are not on your approved Cost Plan.

## How to Report Fraud

You can report suspected fraud by phone, on the Internet, or by postal mail. Before you make a report, try to gather as much information as possible, including:

- The name of the provider you suspect of committing fraud
- The customer’s Medicaid ID number
- The date of the service you question
- The amount of money involved
- A description of the suspected fraudulent acts

