



Dear Fellow Delawarean,

When it comes to protecting our families, safeguarding our wallets, knowing our rights as victims of crime, or understanding how the law can make our communities better, information is the key. Equipped with knowledge, we can make choices that greatly reduce our risk of becoming a victim of crime or fraud, and we can learn how to get help if we're mistreated.

The mission of the Delaware Department of Justice is to protect Delawareans from harm by enforcing the law and being your advocate. We're here to help you, and also to give you the information you need to help yourself and your family. Inside this brochure you'll learn how to identify the signs of Medicaid Fraud and how to report it to the Department of Justice. Together, we can keep Delaware safe and strong.

Beau Biden
Attorney General

Delaware Department of Justice
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Wilmington, DE 19801

Combating Medicaid Fraud

Protecting Delaware's Citizens

Delaware Department of Justice



Attorney General
Joseph R. "Beau" Biden, III

Division of Fraud and Consumer Protection

- New Castle County • (302) 577-8600
- Kent County • (302) 739-7641
- Sussex County • (302) 856-5353
- Para asistencia en Espanol • (877) 851-0482

Medicaid Fraud Control Unit Hotline
(302)577-5000

www.attorneygeneral.delaware.gov
Email: Attorney.General@State.DE.US

PROTECTING DELAWAREANS

The Attorney General's **Medicaid Fraud Control Unit** investigates and prosecutes the inappropriate use of Medicaid funds in Delaware.

The Medicaid Fraud Control Unit protects Delaware and the taxpayers who fund the program. Its professional staff of prosecutors, investigators, and auditors review a wide range of allegations, including:

1. **Criminal and/or civil fraud** by healthcare providers who provide services to Medicaid recipients;
2. **Criminal abuse or neglect** of patients in residential healthcare facilities, including nursing homes, group homes, hospitals, and mental health facilities; and
3. **Theft or misuse** of funds belonging to patients in residential healthcare facilities.

WHAT IS MEDICAID?

Medicaid is a federal/state cost-sharing program that provides health-care to people who are otherwise unable to pay for it. The program is administered in Delaware by the State Department of Health and Social Services.

WHAT IS MEDICAID PROVIDER FRAUD?

Medicaid providers include doctors, dentists, hospitals, nursing homes, clinics, pharmacies, ambulance companies and anyone else who is paid by the Medicaid program for a healthcare service. Fraud may include:

- **UPCODING** - billing for a more expensive treatment or medication than the one actually provided;
- **PHANTOM BILLING** - billing for goods or services not provided, such as for patient visits that never took place;
- **UNNECESSARY SERVICES** - billing for services that a patient does not need;
- **DOUBLE BILLING** - billing Medicaid twice for the same procedure or visit;
- **UNBUNDLING** - submitting multiple individual bills for procedures performed during a single operation or visit (thus inflating the cost); and
- **KICKBACKS** - when Medicaid providers (e.g. doctors, hospitals, etc.) give money or other items of value to other healthcare providers in exchange for referrals.

**REPORT MEDICAID
FRAUD!
CALL THE MEDICAID
FRAUD CONTROL UNIT
302-577-5000**

HOW DOES MEDICAID FRAUD AFFECT ME?

When healthcare providers steal from Medicaid they decrease resources available to residents who would have otherwise qualified for the Medicaid program. To compensate for such fraud, the State must either raise taxes or decrease services in other areas.

HOW CAN I HELP?

1. If you (or a loved one) are in a residential healthcare facility, check any personal funds account regularly.
2. When visiting a healthcare facility, pay attention to patients' appearance, the look of the facility, and any other indication that a facility is not providing necessary care.
3. Do not give your Medicaid ID Number to anyone, except your doctor, clinic, hospital, or other health care provider.
4. Do not let anyone borrow your Medicaid ID Card or Social Security Card.
5. Never sign a blank insurance form.
6. Question services that seem unreasonable or excessive.
7. Be suspicious of anyone who offers you free services in exchange for your Medicaid card number.
8. Call the Medicaid Fraud Hotline at (302)577-5000 to report suspicious activity.