

Fraud & Abuse

What is "Fraud and Abuse"?

Definitions:

Source	Definition
42 CFR 455.2	Fraud means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law.
42 CFR 455.2	Abuse means provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program.
ARS 46-451 & 13-3623	Abuse of member means any intentional, knowing or reckless infliction of physical harm, injury caused by negligent acts or omissions, unreasonable confinement, emotional or sexual abuse, or sexual assault.

Examples:

Falsifying Claims / Encounters	Falsifying Services
Alteration of a Claim	Billing for Services / Supplies Not Provided
Incorrect Coding	Misrepresentation of Services / Supplies
Double Billing	Substitution of Services
False Data Submitted	
Administrative / Financial	Member Issues (Fraud) Eligibility Determination Issues:
Kickbacks	Resource Misrepresentation (Transfer / Hiding)
Falsifying Credentials	Residency
Fraudulent Enrollment Practices	Household Composition
Fraudulent Third Party Liability (TPL) Reporting	Citizenship Status
Fraudulent Recoupment Practices	Unreported Income
	Misrepresentation of Medical Condition
	Failure to Report Third Party Liability (TPL)

Reporting "Fraud and Abuse"?

If you know someone who is cheating on his/her AHCCCS eligibility application, or a provider who may be committing fraud, please report the fraud. You may call Phoenix Health Plan at (602)824-3700 or (602)824-3838. **You may also fax us at 1-866-486-1472** or by mail at:

Phoenix Health Plan
Attn: Compliance Officer
7878 N. 16th Street Suite 105
Phoenix, Arizona 85020

You may also wish to contact AHCCCS directly by calling (602) 417-4193 **or** 1-888-ITS NOT OK (1-888-487-6686). To complete AHCCCS's online form to report Fraud, Waste or Abuse, please click on the link below:

[Referral for Preliminary Investigation.](http://www.azahcccs.gov/FraudAbuse/complain.htm) (<http://www.azahcccs.gov/FraudAbuse/complain.htm>)