

# Fraud, Waste and Abuse

## *If you suspect fraud, report it!*

There are three types of fraud:

### **FRAUD**

When someone tricks or deceives others on purpose to get money or personal benefits illegally.

Examples:

- Using someone else's Medi-Cal for services.
- When a doctor submits bills for a service that he/she did not provide

### **WASTE**

Using medical resources carelessly or inappropriately.

Examples:

- Providing more services or prescribing more medication than what is medically needed or appropriate.

### **ABUSE**

Purposely ignoring or going against the natural and legal rules for how something should be used.

Examples:

- Providing services or medications that are not medically indicated or necessary.
- Disclosing a patient's personal health information without consent.

## **HOW TO REPORT**

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You can report to us at:

**AltaMed Health Network, Inc.**

Attention: Office of Compliance and Privacy  
1401 N. Montebello Blvd., Montebello, CA 90640  
1-213-513-4272  
[compliance@altamedhn.com](mailto:compliance@altamedhn.com)

Make sure to give as much information as you can about the person (e.g., the name, address or ID number of the person who committed fraud or the specialty of the provider) as well as the dates of the events and a summary of what happened to the best of your ability.

You can also report fraud to your health plan at:

**Blue Shield of California Promise Health Plan**

Phone: Compliance Helpline at 1-833-384-1194

In writing: Blue Shield Promise Health Plan  
Special Investigations Unit  
601 Potrero Grande Dr.  
Monterey Park, CA 91755

Email: [stopfraud@blueshieldca.com](mailto:stopfraud@blueshieldca.com)

Online: <https://bscspecialinvestigations.alertline.com/gcs/welcome>.

**Health Net of California, Inc.**

Phone: Health Net Fraud Hotline at 1-800-977-3565  
Health Net Integrity Hotline at 1-888-866-1366

In writing: Special Investigations Unit  
7700 Forsyth Blvd.  
Clayton, MO 63105

Email: [Special\\_Investigations\\_Unit@centene.com](mailto:Special_Investigations_Unit@centene.com)

Online: <https://secure.ethicspoint.com/domain/media/en/qui/44729/index.html>

### **L.A. Care Health Plan**

Phone: Compliance Helpline at 1-800-400-4889

In writing: L.A. Care Health Plan  
Special Investigations Unit  
1055 West 7th Street, 10th Floor  
Los Angeles, CA 90017

Email: [ReportingFraud@lacare.org](mailto:ReportingFraud@lacare.org)

Online: [lacare.ethicspoint.com](http://lacare.ethicspoint.com).

### **Molina Healthcare of California**

Phone: Molina Healthcare AlertLine at 1-866-606-3889

In writing: Compliance Officer  
Molina Healthcare of California  
200 Oceangate, Suite 100  
Long Beach, CA 90802

Email: [MHC\\_Compliance@Molinahealthcare.com](mailto:MHC_Compliance@Molinahealthcare.com)

Online: <https://molinahealthcare.AlertLine.com>

Or you may contact the agencies below:

### **Department of Health Care Services**

Phone: DHCS Medi-Cal Fraud Hotline at 1-800-822-6222

In writing: Medi-Cal Fraud Complaint – Intake Unit  
Audits and Investigations  
PO Box 997413, MS 2500  
Sacramento, CA 95899-7413

Email: [fraud@dhcs.ca.gov](mailto:fraud@dhcs.ca.gov)

Online: [Stop Medi-Cal Fraud](#)

**Office of Inspector General - U.S. Department of Health and Human Services**

Phone: 1-800-HHS-TIPS (1-800-447-8477)  
TTY: 1-800-377-4950

In writing: U.S. Department of Health and Human Services  
Office of Inspector General  
ATTN: OIG HOTLINE OPERATIONS  
P.O. Box 23489  
Washington, DC 20026

Online: [File a Complaint \(hhs.gov\)](https://www.hhs.gov/office-of-inspector-general/complaints)