



Fraud and Abuse Prevention

Office of Inspector General

oig.hhsc.texas.gov

OIG Fraud Hotline: 800-436-6184

Home Health Aides

Most home health agencies and home aides are honest and provide important services to help you continue to live in your home. Home health agencies hire aides to help you in your home with everyday tasks such as cooking, cleaning, and bathing. While most home health agencies and aides are honest, there are some who break the rules.

A scheme and how it works

Even though you have a choice of home health agencies to use, it is against the law for home health agencies to influence your decisions. It is also against the law for aides to give you gifts or money for choosing them as their aide or following them to a different home health agency. Here are some examples of how some home health agencies or aides might break the law.

Some home health agencies may:

- Pay extra money to aides to bring you and other new Medicaid clients to their home health agency.
- Give you money or gifts worth more than \$10 to switch to their home health agency.

Some aides may:

- Offer you money to lie about the work they did or the time they spent in your home.
- Offer you money for information from an electronic device, known as a token, placed in your home to track their time working. For example, aides may ask you if they can remove the token from your home or ask for the numbers displayed on the devices when the aide is not in your home. This helps aides get paid for being in your home even when they are not there. This is why the token must not leave your home.
- Take you with them to run personal errands when they are supposed to be providing services for you.

Helping aides lie to the home health agency may be harmful to you because you are not getting the help you need in your home.

Who is the target?

If you or someone you know has Medicaid and has an aide to help in the home, they may be a target.

What you can do

- Do not let your aide remove the token from your home or give them verification numbers on the token when they are not in your home.
- Do not accept any money from your aide.
- Know and understand exactly what services you are allowed to receive from your aide.
- Do not change home health agencies only because your aide wants you to change. Changing agencies should be done because of your needs.
- Do not let your aide change their schedule based on their needs. Schedules should be based on your needs.
- Do not lie for your aide by reporting services that you did not receive.

Report fraud, waste, or abuse by phone 800-436-6184 or online oig.hhsc.texas.gov/report-fraud

OIG Actions

Breaking Medicaid laws and rules can lead to:

- An investigation of the home health agency, aide, or you.
- The home health agency paying back money because no aide provided services.
- The home health agency paying fines of up to \$10,000 for each time a rule is broken.
- A home health agency being banned from Medicaid.
- You losing the services you receive.

To report any of the types of problems mentioned above or other issues, please call 1-800-436-6184 or visit <https://oig.hhsc.texas.gov> to report it. Please try to provide as much information as you can, like names of persons involved, address, phone number, and details of what happened.