



OFFICE OF INSPECTOR GENERAL

TEXAS HEALTH & HUMAN SERVICES COMMISSION

SYLVIA HERNANDEZ KAUFFMAN
INSPECTOR GENERAL

Dear Medicaid Provider:

Thank you for your participation in Medicaid and for providing health care services to eligible Texans. The state of Texas and you, as a Medicaid provider, share a common goal. We both want to ensure that persons who have Medicaid receive quality health care services. Through our partnership, we can ensure this goal is met.

The overwhelming majority of people who work in health care jobs are hard-working and care about their patients. However, there are providers who will attempt to take advantage of the system and of the vulnerability of persons who rely on Medicaid. As our partner in Medicaid, we need your help to stop these persons from taking advantage of the system and of persons who have Medicaid.

Here are some examples of common Medicaid fraud in home health:

- Electronic Visit Verification (EVV) violations, such as a person with Medicaid clocking in or out for an attendant when the attendant is not there.
- Entering false information in EVV systems.
- Reporting attendant hours an attendant did not work.
- An attendant sharing his/her paycheck with a person who has Medicaid in exchange for not doing his/her job.
- Getting paid for services that were not provided or necessary.
- Providing a gift or money to an attendant in exchange for the attendant recruiting his/her current clients to the new agency.
- Providing false information for the client to qualify for Medicaid benefits.
- Soliciting attendants or members to switch agencies.

Violating Medicaid rules and regulations can result in investigations, administrative sanctions, payment recoupment, penalties and being blocked from future participation in Medicaid. As a provider, it is important to frequently review the current Texas Medicaid Provider Procedures Manual (TMPPM), Medicaid Bulletins and periodic banner messages to be aware of all policy and procedure updates. It is also your responsibility to educate your staff.

Providers are required to refer instances of fraud or abuse to Texas Health and Human Services. If you are aware of any of the types of problems referenced 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.

Stopping fraud in Medicaid requires we work together to ensure persons who have Medicaid receive the high quality services that they need. Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Sylvia H. Kauffman". The signature is written in black ink and is positioned above the typed name.

Sylvia Hernandez Kauffman
Inspector General
Texas Health & Human Services Commission