



# OFFICE OF INSPECTOR GENERAL

TEXAS HEALTH & HUMAN SERVICES

SYLVIA HERNANDEZ KAUFFMAN  
INSPECTOR GENERAL

Dear Personal Care Attendant:

Thank you for caring for Texans who are eligible for Medicaid. The state of Texas and you, as an attendant, share a common goal. We both want to ensure the members you care for receive quality health care services. Through our partnership, we can ensure this goal is met.

The vast majority of people who work in health care jobs are hardworking and care about their patients. However, there are people who try to take advantage of the system and of people with Medicaid. As our partner in Medicaid, we need your help to stop these people from taking advantage of the system and of those enrolled in Medicaid.

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

- Electronic Visit Verification violations, such as a person with Medicaid clocking in or out for an attendant when the attendant isn't there.
- Entering false information in EVV systems.
- Reporting attendant hours an attendant did not work.
- An attendant sharing their paycheck with a person who has Medicaid in exchange for not doing their job.
- Getting paid for services that weren't provided or necessary.
- Giving a gift or money to an attendant in exchange for the attendant recruiting their current clients to the new agency.
- Giving false information for the client to qualify for Medicaid benefits.

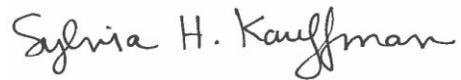
Violating Medicaid rules and regulations can result in administrative and criminal investigations, administrative sanctions, payment recoupment, administrative and criminal penalties, and being blocked from future participation in Medicaid. As an attendant, it is important to refer to the policies and training guidelines of your home health agency.

If you are aware of any of the types of problems referenced above or other issues with either an attendant or a home health agency, call 800-436-6184 or visit [oig.hhsc.texas.gov](http://oig.hhsc.texas.gov) to report it. Please try to provide as much information as you

can, like names of persons involved, address of where the incident took place, your phone number and details of what happened.

Stopping fraud in Medicaid requires we work together to ensure Medicaid members receive the high-quality services they need. Thank you for your help.

Sincerely,

A handwritten signature in black ink that reads "Sylvia H. Kauffman". The signature is written in a cursive style with a large, prominent 'S' at the beginning.

Sylvia Hernandez Kauffman  
Inspector General  
Texas Health & Human Services