



Fraud and Abuse Prevention Advisory

Office of Inspector General

oig.hhsc.texas.gov

OIG Fraud Hotline: 800-436-6184

Personal Care Attendants

Most home health agencies and personal care attendants are honest and provide important services to help you continue to live in your home. Agencies hire personal care attendants to help you with everyday tasks such as cooking, cleaning and bathing. While most home health agencies and attendants are honest, there are some who do not follow the rules.

The 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 attendants to give you gifts or money for choosing them as their attendant or following them to a different home health agency.

Here are some examples of how some home health agencies or attendants might break the law. Some home health agencies may:

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

Some attendants 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, attendants may ask you if they can remove the token from your home or ask for the numbers displayed on the device when the attendant is not in your home. This helps attendants 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 attendants 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 attendant to help in their home, they may be a target.

OIG actions

Breaking Medicaid laws and rules can lead to:

- An investigation of the home health agency, attendant or you.
- The home health agency paying back money because no attendant provided services.
- The home health agency paying fines of up to \$10,000 for each broken rule.
- 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, call 800-436-6184 or visit oig.hhsc.texas.gov to report it. Please try to provide as much information as you can, like names of people involved, address of where the incident took place, your phone number and details of what happened.

Report fraud, waste, or abuse online: oig.hhsc.texas.gov/report-fraud
