MEM – PRV – Potential Fraudulent Call

Purpose:
To be in compliance with Federal Code in handling possible fraud or abuse of the Medicaid program. If the agency received a complaint of the Medicaid fraud or abuse from any source or identifies any questionable practices, it must conduct a preliminary investigation to determine whether there is sufficient basis to warrant a full investigation.

Identification of Roles:
Customer Service Representative (CSR)
Unit Lead
Program Integrity Unit

Performance Standards:
Quality Assurance for the call center must be at least 85%.

Path of Business Procedure:
Step 1: Verification of Provider (Enter into OnBase Workview)
a. Verify National Provider Identifier (NPI)
b. Obtain contact name
c. Obtain contact phone number

Step 2: Determine Reason for Call
a. Claim Status
b. Eligibility
c. Service Limits
d. Inquiry
e. Fraud

Step 3: Potential Fraud
a. If potential fraud, go to Step 4
b. If not, go back to Step 2

Step 4: The Customer Service Representative (CSR) escalates call to Unit Lead and provides lead with
a. NPI
b. Contact name
c. Contact telephone number
d. Relevant information

Step 5: If the potential fraud relates to an Iowa Medicaid provider, the Unit Lead provides the caller with
   a. The telephone number for the Program Integrity Unit (515-256-4615)
   b. Refers the information obtained from the provider via e-mail to Don Gookin (DGookin@dhs.state.ia.us), supervisor in Program Integrity

Step 6: If the potential fraud relates to an Iowa Medicaid member, the Unit Lead obtains
   a. Member name
   b. Member ID
   c. Circumstances
   d. Name of caller
   e. Telephone number of caller
   f. Email information above to Vicki Shearer in Member Services (csheare@dhs.state.ia.us)

Forms/Reports:
N/A

RFP References:
N/A

Interfaces:
OnBase

Attachments:
N/A