

Member Fraud, Waste, and Abuse

Member Townhall

November 6th, 2025



Agenda

- ▶ **Fraud, Waste, Abuse Overview**
- ▶ **Explanation Of Benefits Review**
- ▶ **How to report**
- ▶ **Contact Info**
- ▶ **Q & A**

Joel Ball, RN

- ▶ **Medicaid Member Enrollment Oversight Officer**
- ▶ **Bureau of Program Integrity and Compliance**



What is Fraud, Waste, and Abuse (FWA)?

Fraud: Intentional deception or misrepresentation by an individual or entity with the knowledge that it could result in unauthorized benefits or payments from the Medicaid program.

Waste: Practices that result in unnecessary costs to the program, such as overutilization of services or inappropriate utilization of resources.

Abuse: Practices that divert resources from necessary Medicaid services or involve the misuse of Medicaid funds.



Types of Member Fraud, Waste, and/or Abuse

- **Misrepresenting eligibility**
 - Providing false information about income, assets, household size, or residency to qualify for Medicaid benefits
 - Falsifying your medical history
- **Duplicate enrollments in multiple states**
- **Doctor shopping**
 - Visiting multiple providers to obtain multiple prescriptions
 - Selling or misusing your prescriptions
- **Identity theft**
 - lose or sell your ID card
 - Sell benefits for cash or other services

Why is it important to report FWA?

- Everyone has a responsibility to watch and report!
- It can put your healthcare benefits at risk
- Leads to higher costs
- Wasted benefits
- FWA decreases services for people who legitimately need Medicaid services!



Your Role in Prevention

- Keep your Medicaid card safe—never share it.
- If you lose your card, you need to report it right away.
- Review your Explanation of Benefits (EOBs) for suspicious services, dates, and charges.
- Report anything unusual or suspicious



Explanation of Benefits (EOB)

- An EOB is NOT a bill
- It's a statement that provides details about the care you received
- Your EOB should include:
 - Your name
 - A reference number or a claim number
 - Providers name that delivered the service
 - Description of the Services (medical visit, lab test, scan, etc.)
 - Date of the Service
 - Medicaid Payment



Iowa Department of Human Services
Explanation of Medicaid Benefits
Iowa Medicaid Program
Under Title XIX of the Social Security Act

THIS IS NOT A BILL

THIS IS NOT A BILL

RECIPIENT I.D. COUNTY

PROGRAM

EOMB DATE

Mail this form in the self-addressed envelope provided. No stamp is necessary.

PROVIDER OF SERVICES	DESCRIPTION OF SERVICES	DATE OF SERVICE	MEDICAID PAYMENT	FOR STATE USE ONLY

Instructions

Above is a list of medical services which have been paid recently by the Iowa Medicaid program on your behalf. After reading the above list of services, please mark an "x" after the following statements which apply to you:

Your response will not affect your Medicaid eligibility.

1. I received all services listed..... ☐
2. In my opinion, some of the services were not needed ☐
3. In my opinion, there was waste or misuse of services, equipment, or supplies ☐

If you have marked an "x" in number 2 and/or number 3, please explain in the space below:

Explanation:

Signature

Date

Telephone

Contact Information

Where and how to report suspected member
Fraud, Waste, and/or Abuse

Reporting Member FWA

- To report suspected FWA for Fee For Service Medicaid members, contact:
 - Eligibility Determination Customer Service Center at (877)-347-5678
 - Monday-Friday 8:00 a.m. to 4:30 p.m. CST
 - [Member Fraud Reporting | Health & Human Services](#)
- Managed Care Plans
- Dental Wellness Plans

Understanding Fraud, Waste & Abuse

- Iowa Total Care is committed to preventing, identifying, and reporting all instances of suspected fraud, waste, and abuse.
- Fraud, waste, and abuse occur when any member, provider, or other individual misuses Iowa Medicaid or Iowa Total Care resources.
- It is **against the law** for healthcare providers or Medicaid recipients to receive benefits based on false information.

Examples include:

- Billing for services not provided
- Offering free services or supplies in exchange for your Medicaid number
- Providing unnecessary treatment or services
- Using someone else's Medicaid or Iowa Total Care ID card

How to Report Suspected FWA

If you suspect fraud, waste, or abuse—including by healthcare providers—report it to Iowa Total Care immediately:

1. **Call the Hotline:** 1-866-685-8664 (Available 24/7, confidential, anonymous)
2. **Online Account:** Iowa Total Care Member Login
(<https://www.iowatotalcare.com/members/medicaid/login1.html>)
3. **Email:** Special_Investigations_Unit@Centene.com

Molina AlertLine can be reached toll free at **(866) 606-3889** or you may use the service's website to make a report at any time at MolinaHealthcare.alertline.com. You may also report cases of fraud, waste or abuse to Molina's Compliance department. You have the right to have your concerns reported anonymously without fear of retaliation.

Molina Healthcare of Iowa, Inc.

Attn: Compliance

200 Oceangate Blvd. Suite 100

Long Beach, CA 90802 Molina Healthcare of Iowa, Inc.

Remember to include the following information when reporting:

- Nature of complaint.
- The names of individuals and/or entity involved in suspected fraud and/or abuse including address, phone number, Molina Member ID number and any other identifying information.

Fraud, Waste, and Abuse

MCNA is committed to the elimination of Fraud, Waste, and Abuse as part of the Dental Medicaid Program

➤ **Fraud** - An intentional deception or misinterpretation made by a person with the knowledge that deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal or state law.

➤ **Waste** - Practice that allows careless spending and/or inefficient use of resources.

➤ **Abuse** - Provider practices that are inconsistent with sound fiscal, business or dental practices and result in unnecessary program cost or in reimbursement for services that are not medically necessary or do not meet professionally recognized standards for healthcare.

✓ Falsifying claims - Altering or falsifying claim or supportive documentation, incorrect billing, double billing, using wrong CDT code, regulations and statutes.

✓ Administrative/Financial - Fraudulent/ falsified credentials, business, accounting practices or documents.

✓ Delivery of service - Denying access to service, benefits, limiting access to services, failure to refer to a specialist, under or over utilization.

✓ Abuse of member - Physical, mental, emotional and sexual abuse, discrimination, providing substandard care, financial exploitation.

✓ Member violations - Abuse or misuse of dental services, member ID card sharing, falsifying or concealing eligibility information.

MCNA Fraud Hotline: 1-855-FWA-MCNA (1-855-392-6262)

Iowa Medicaid Fraud Hotline: 1-800-362-2178



Reporting Fraud Waste & Abuse

Delta Dental of Iowa

Contact Information

If you suspect fraud, waste, or abuse, report it to Delta Dental right away. We are here to help!

DWP & DWP Kids Members:

- Phone: 1-888-472-2793
- Email: DWPMembers@deltadentalia.com
- Website: <https://www.deltadentalia.com/dwp/about-dwp/contact-us/>

Hawki Members:

- Phone: 1-800-544-0718
- Email: Hawki@deltadentalia.com
- Website: <https://www.deltadentalia.com/dwp/hawki/contact-us/>



Helpful Resources

DWP Members:

- [Fraud Waste & Abuse Flyer DWP Members](#)

DWP Kids Members:

- [Fraud Waste & Abuse Flyer DWP Kids Members](#)

Hawki Members:

- [Fraud Waste & Abuse Flyer Hawki Members](#)

Wellpoint

Report suspected fraud, waste or abuse

online:

<https://www.fightthehealthcarefraud.com/>

phone:

1-866-847-8247

Questions?