

# Program Integrity for Medicaid Members

**June 2026**



Health and  
Human Services

# Agenda

- ▶ What is Program Integrity?
- ▶ Fraud, Waste, and Abuse
- ▶ Protecting Your Identity
- ▶ Explanation of Benefits
- ▶ How to Report Fraud, Waste, and Abuse



# What is Program Integrity?

- ▶ **Medicaid program integrity** is focused on making sure Medicaid funds are used properly and that people who truly need care receive it. It involves preventing, finding, and stopping fraud, waste, and abuse in the Medicaid program.



# Who is responsible for this work?

## ▶ Federal Level

- Centers for Medicaid and Medicare (CMS)
- Office of Inspector General

## ▶ State Level

- Health and Human Services-Iowa Medicaid Division

## ▶ State Partnership

- DIAL Investigation Division



# What is our mission?

Our Mission is to provide systems of sustainable and equitable oversight that targets accountability and compliance, focusing on prevention of fraud, waste, and abuse of Medicaid programs.

Our goal is to ensure that state and federal taxpayer dollars are spent appropriately on delivering quality services, necessary care, and preventing fraud, waste, and abuse within the Medicaid Programs.

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# What is Iowa Medicaid's Role?

- ▶ Ensure that the Medicaid program is compliant with state and federal guidelines.
- ▶ Ensure that public funds are allocated to services and supports responsibly.
- ▶ Oversight of managed care and dental plans.
- ▶ Protect taxpayers from fraud, waste, and abuse.



# We need your help!

- Everyone has a responsibility to watch, and report suspected fraud, waste, and abuse (FWA).
- FWA can put your healthcare benefits at risk.
- Wasted benefits~higher costs~decreases services for people who legitimately need Medicaid services.





# Fraud

**Fraud** is an intentional deception or misrepresentation made with knowledge that it could result in an unauthorized benefit or payment.

## **Key elements:**

- Intentional (knowingly done)
- False statement, misrepresentation, or concealment
- Results (or could result) in improper payment or benefit

## **Examples in Iowa Medicaid:**

- Billing for services not provided
- Using someone else's Medicaid ID
- Falsifying eligibility information



# Waste

**Waste** involves practices that lead to unnecessary costs to the Medicaid program, typically due to overuse or misuse of services or resources.

## **Key elements:**

- Usually not intentional
- Inefficient or excessive use of services
- Results in avoidable program costs

## **Examples in Iowa Medicaid:**

- Providing more services than medically necessary
- Continuing services at a higher level than needed



# Abuse

**Abuse** refers to practices that are inconsistent with accepted medical or business standards and result in unnecessary costs or improper payments, even if there is no intent to deceive.

## **Key elements:**

- May be intentional or unintentional
- Not aligned with proper standards or medical necessity
- Leads to unnecessary or improper payments

## **Examples in Iowa Medicaid:**

- Billing for services that are not medical necessity
- Charging for services without proper justification



# Examples of Member FWA

- Duplicate enrollments in multiple states
- Misrepresenting eligibility
  - Providing false information about income, assets, household size, or residency to qualify for Medicaid benefits
  - Falsifying your medical history
- Identity theft
  - You lose or sell your ID card
  - Sell benefits for cash or other services
- Doctor shopping-Visiting multiple providers to obtain duplicate orders
  - Selling your Medications or DME supplies
- Misuse of Transportation benefits
- Misuse of SNAP/EBT or FIP benefits
- Misuse of WIC benefits



# Tips for Keeping Health Information Safe

- Keep your Medicaid cards safe—never share them.
- If you lose your card, you need to report it right away.
- If you get contacted with an offer that seems too good to be true, it probably is.
- Report anything unusual or suspicious. When in doubt, contact Iowa Medicaid or your Managed Care/Dental Wellness Plan.
- Review your Explanation of Benefits (EOBs) for suspicious services, dates, and charges.

# Explanation of Benefits (EOBs)




Listing of services paid by Iowa Medicaid, Medical or Dental Managed Care Plan



What should you do with your EOBs?

# Reviewing your 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 that service was provided



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:

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Signature	Date	Telephone
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# See Something, Say Something

## To report suspected Fraud, Waste, and Abuse:

- **Call Medicaid Program Integrity 1-877-446-3787 (toll free)**
- Email Medicaid Audits & Investigations [FWA\\_Audits@hhs.iowa.gov](mailto:FWA_Audits@hhs.iowa.gov)
- SNAP-To report Fraud or request a replacement card contact EBT Customer Service at 1-800-359-5802.
- WIC- [Iowa WIC Program Fraud & Abuse Reporting Form](#)
- [Report Abuse & Fraud | Health & Human Services](#)
- [Medicaid & Public Assistance Fraud | Department of Inspections, Appeals, & Licensing](#)



# See Something, Say Something (cont.)

## **Iowa Attorney General -**

Consumer Protection Division, protects the public from fraud, deception, and unfair business practices.

- Email: [consumer@ag.iowa.gov](mailto:consumer@ag.iowa.gov)
- Phone: 515-281-5926 or 888-777-4590 (outside of the Des Moines metro area)
- Fax 515-281-6771

## **Federal Office of Inspector General (OIG) Hotline Operations -**

Oversees Medicaid and Medicare

- Available in 77 languages
- Fax: 1-800-223-8164

## **Identity theft or consumer scams**

- Federal Trade Commission: [ReportFraud.ftc.gov – Assistant](https://www.ftc.gov/identity-theft)

## **Social Security**

- <https://oig.ssa.gov/report/>

# Questions?