

Program Integrity for Medicaid Providers

June 2026



Health and
Human Services

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.



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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Who is responsible for this work?



FEDERAL LEVEL

Centers for Medicare & Medicaid Services (CMS)
Office of Inspector General



STATE LEVEL

Health and Human Services — Iowa Medicaid Division



STATE PARTNERSHIP

DIAL Investigation Division



MANAGED CARE PLANS

Managed Medical and Dental Plans

Program Integrity Safeguards

**PROVIDER
SCREENING
AND
ENROLLMENT**

**AUDITS
AND
INVESTIGATIONS**

**OVERPAYMENT
IDENTIFICATION
AND
RECOVERY**

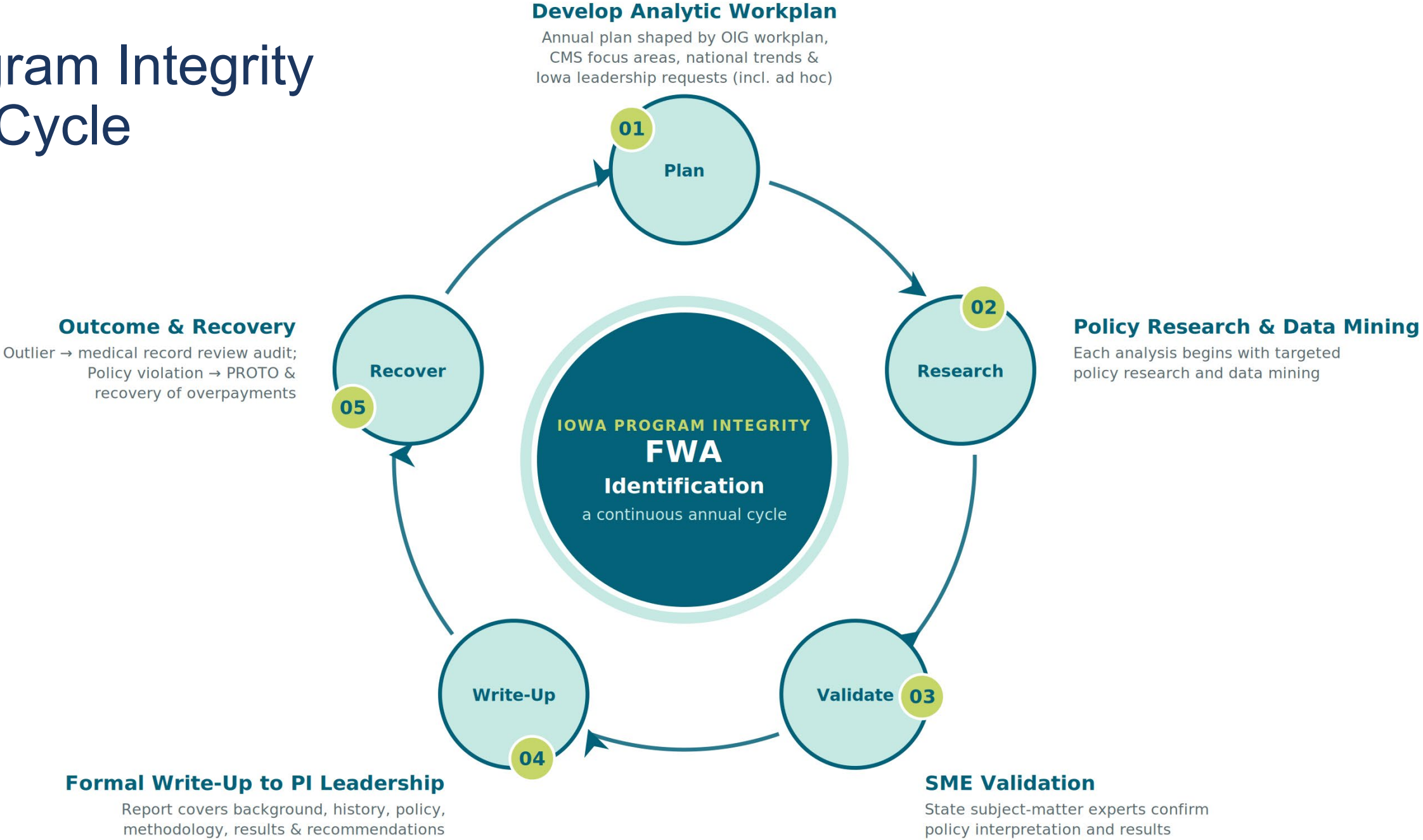
**SANCTIONS
AND
EXCLUSIONS**

**MANAGED
CARE
COMPLIANCE**

Managed Care Plan (MCP) Oversight

- ▶ 97% of Iowa Medicaid members are served through a Managed Care Plan. Collaboration and oversight of their activities is a key part of Program Integrity for Iowa Medicaid.
 - Monthly and Quarterly Touchbase
 - Program Integrity Compliance and Reporting
 - Program Integrity Policy Guidance
 - Biannual Trainings
 - Data Analytics (Algorithms) for MCP Validation and Correction

Program Integrity Life Cycle



FWA Trend Watchlist: National & State

National Trends

- ABA Therapy
- HCBS Waiver Program
- Hospice
- DME

State Trends

- ABA Therapy
- HCBS Waiver Program
- CPAP Supplies During Rental Period
- DME During Inpatient
- Services Greater Than 24 Hours
 - Personal Care Svcs
 - Attendant Care
 - Supported Community Living
 - Psychotherapy
- Hospice
 - Multiple Revenue Codes per Day
 - Prolonged Hospice

Provider Surveillance Activities

Medicare
Exclusion
Database

Active Deceased
Providers

Ownership,
Control and
Disclosure

Provider Risk
Scoring

Surveillance and
Utilization Review
Subsystem
(SURS) Reporting

Fraud, Waste, & Abuse

▶ Fraud

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

▶ Waste

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

▶ 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.

Identifying Potential Fraud, Waste, Abuse

- Post-Pay Reviews
- Audits
- Surveillance Utilization Reviews
- Tips
- Data Trending
- Policy Studies
- Algorithms

Audits and Investigations

- Tip
 - Data Analytics
 - Member or Provider Reporting
- Claims sampled & Medical Record Request
- Medical records are reviewed
- Preliminary Finding
- Dispute Opportunity
- Final Findings

Credible Allegation of Fraud Referrals

- Suspicion of Fraud Received
- Determination of a Credible Allegation of Fraud (CAF).
- Referred to the Medicaid Fraud Control Unit (MFCU)
- MFCU Accepts & Opens Investigation
- CAF Payment Suspension Imposed

Reporting Concerns of Fraud, Waste or Abuse

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
- 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](#)
- Iowa Attorney General- Consumer Protection Division, protects the public from fraud, deception, and unfair business practices.
 - Email: consumer@ag.iowa.gov
 - Phone: 515-281-5926 or 888-777-4590 (outside of the Des Moines metro area)
 - Fax 515-281-6771

Reporting Concerns of Fraud, Waste, and Abuse

- 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/whistleblower)
- Social Security
 - <https://oig.ssa.gov/report/>

An aerial photograph of a rural farm landscape at sunset. The sun is low on the horizon, casting a golden glow over the scene. The sky is filled with scattered clouds. In the foreground, there are large, dark brown plowed fields. A dirt road runs through the center of the image. On either side of the road are various farm buildings, including barns, silos, and houses. The overall atmosphere is peaceful and scenic.

Questions



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