

## What is TennCare Fraud?

The Tennessee Office of Inspector General (OIG) investigates suspected fraud and abuse of the TennCare program, including CHOICES Consumer Direction. **Fraud** is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person.

Fraud by a worker includes knowingly being paid for care that worker did not or is not allowed to provide. It also includes, but is not limited to, the following:

- Misrepresenting the hours worked/falsifying time sheets
- Using someone else's identity to work
- Helping someone else commit fraud

A member/EOR commits fraud by:

- Letting a worker call in and call out for work without really providing care, member/EOR is allowing him to commit fraud
- Hiring someone who TennCare says is not allowed to work for member (for example, someone who lives with member or, for Companion Care, hiring an immediate family member)

## Fraud Training Provided to Workers and Members/EOR

During the enrollment phase of the program, members are provided with the definition of fraud as well as examples of what may constitute fraud in the TENN CARE program. All members/EORs sign a Consumer Directed Fraud Form indicating that they were provided with information related to fraud and understand that all information presented. Receipt of the signed fraud form is a GTG requirement for the member. Documentation that form was signed is noted in the member checklist.

Workers are provided with information related to fraud during the required TENNCARE call in training and often times during the initial home visit for member. Workers must also sign a Consumer Directed Fraud Form contained in the employee packet which acknowledges that they received and understand information presented on fraud. The receipt of this form is part of the GTG requirement for the worker and date of form receipt is documented on worker checklist in portal.

## Reporting Fraud

If a worker, member, EOR, support broker or others suspect that fraud is occurring they are obligated to report their concerns.

## Information on Potential Member Fraud

If a member/EOR has any questions about the care that a worker is supposed to provide, they can contact PPL Customer Service to report their concerns. Member/EOR can also contact the OIG via hotline (1-800-433-3982) or report fraud online at

<http://www.tn.gov/tnoig/ReportTennCareFraud.shtml>

If a member or employer asks a worker to do something and the worker is not sure if they are allowed to do it, they can contact PPL Customer Service to report their concerns. If a worker believes the member/employer is knowingly committing TennCare fraud, they can also contact the OIG via hotline (1-800-433-3982) or report fraud online at: <http://www.tn.gov/tnoig/ReportTennCareFraud.shtml>.