

# HOW TO REPORT FRAUD, WASTE, AND ABUSE

## WHAT IS A FRAUD, WASTE, & ABUSE REPORT?

Fraud, waste, and abuse reports are any allegations made which indicate:

- Potential fraud and/or inappropriate billing of Medicaid funds
- Abuse, neglect, or exploitation of a member

## WHAT IS PUBLIC PARTNERSHIPS' POLICY ON FRAUD?

Public Partnerships, LLC (PPL) is contracted by the Managed Care Organizations (MCOs) to document and report potential fraud allegations to the appropriate MCO. PPL does not investigate fraud. As mandated reporters, PPL is also required to submit allegations of abuse and/or neglect to (APS) or Child Protective Services (CPS).

## REPORTING FRAUD, ABUSE OR NEGLECT

- If you need to report a potential fraud allegation, please contact PPL customer service at 1-833-549-5672. Once reported, the fraud allegation will be documented and submitted to the MCO for review.
  - » PPL does not receive updates once potential fraud allegations have been reported to MCOs.
- PPL must report incidents of abuse, neglect and exploitation to CPS/APS.
  - » If you need to report an allegation of Abuse, Neglect, or Exploitation of a child under the age of 18 call **CPS** at **(800) 552-7096**
  - » If you need to report an allegation of Abuse, Neglect, or Exploitation of an adult over 18 years of age or older, call the **APS Hotline** at **(888) 832-3858**