

# The State of Michigan

## Reporting potential Fraud Waste and Abuse

How to Report potential Fraud, Waste or Abuse	
<b>Phone</b>	<ul style="list-style-type: none"><li>• Contact the Customer Service Number located on the back of your ID card</li><li>• Contact the Health Care Fraud Tip Hotline at 1-866-242-7727</li></ul>
<b>Mail</b>	<ul style="list-style-type: none"><li>• Mail detail report to: ORx Compliance Officer 2300 Main Street Irvine, CA 92614</li></ul>

### What is Fraud, Waste and Abuse

- **Fraud** - Intentionally misrepresenting or concealing facts to gain something of value. Fraud has three primary components:

- Intentional misrepresentations or dishonest actions.
- Carried out an entity or a person.
- Knowledge that the dishonest action will result in benefit or gain. It includes any act that amounts to fraud under applicable federal or state law (e.g., double billing, doctor shopping for prescription drugs, eligibility fraud, short-filling prescriptions, prescription forging or altering, etc.).

**Waste** - Includes inaccurate payments of services (e.g., unintentional duplicate claims) and can include inappropriate and/or inefficient use of resources.

- **Abuse** - Describes practices that (either directly or indirectly) result in unnecessary costs to health care benefit programs. This includes any practice that provides services that:

- Are not medically needed.
- Do not meet professionally recognized standards for health care.
- Are not fairly priced.
- Does not align with sound fiscal, business, or medical practices that result in extra costs to health care systems.
- Use suitable systems to research and confirm the issue.

Was this Fraud Waste or Abuse concerning a Prescriber/member or Pharmacy Facility?

**Contact us:** Call or visit the website at [optumrx.com](http://optumrx.com).

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