



FRAUD, WASTE, AND ABUSE

Fraud, waste, and abuse can occur at any time. Plan de Salud Menonita is committed to fighting and addressing any issues that are identified.

WHAT IS FRAUD, WASTE, AND ABUSE?

FRAUD

Any intentional and deliberated act that is done by making false claims to obtain a benefit

Example:

- A doctor bills or makes you pay cash for covered services
- A doctor bills for services non-offered

WASTE

Improper use of services and other practices that are unnecessary

Example:

- Request payments by non-covered services
- Visits to different doctors to get prescription for the same medicine

ABUSE

Improper use of a product, service, or benefit

Example:

- Making excessive visits to the doctor or emergency room
- Request prescriptions for services already provided

HOW TO REPORT CASES OF FRAUD, WASTE, OR ABUSE?

You can report any fraud, waste, or abuse by email or phone.

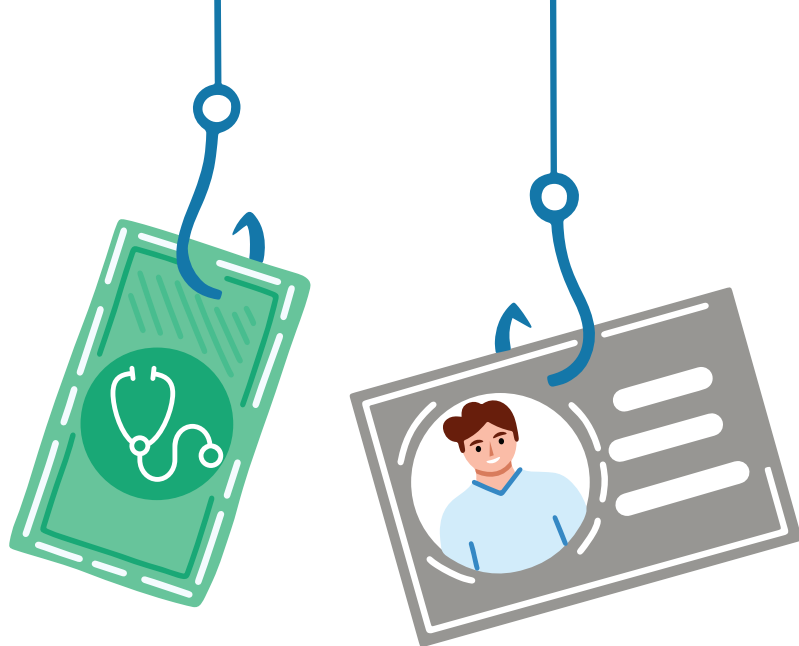


**CONFIDENTIAL LINE
PLAN DE SALUD MENONITA**
 1-844-335-2864 (24 hours, 7 days)
<http://planmenonita.ethicspoints.com>

ASES INTEGRITY PROGRAM
 787-474-3300 ext. 3222
asesprogramintegrity@asespr.org

WHAT INFORMATION IS NEEDED TO REPORT ANY POTENTIAL CASE?

- Name and any identification number you have from the provider
- Brief description of the situation to report (date, place)
- Any other information that you may seem necessary



HOW TO PREVENT FRAUD, WASTE, AND ABUSE?

- Keep your ID card and health plan in a safe place.
- Read your quarterly utilization report. If you find a service billed in your coverage that you didn't receive, report it.
- Keep records of visits to the doctor, laboratory tests and medications. Make sure you don't receive reports of services or materials **NOT** provided.
- Know the benefits and copayments of your coverage. If you get charged with a higher copayment than you are entitled to or for a covered service, report it.
- Make sure your information is correct on a form before signing it.

For guidance and assistance, call the
PSM Beneficiary Service
1-866-600-4753 / 1-844-726-3345 TTY (hearing impaired)
This call is free of charge.

www.MenonitaVital.com

PLAN DE SALUD
MENONITA



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