



Dear Members:

Providing you with quality health care services through the Medicaid program is important to the State of Texas. Through Medicaid you may meet with many different health care professionals.

Most of the people who work in health care are hard-working and care about their patients. Sometimes there are people who want to get paid without providing the health care services they are required to deliver.

We are not implying any of your healthcare providers have done anything wrong, but we need your help in ensuring providers do not commit acts that are not allowed.

Here are examples of activities that are against the law:

- If an attendant offers to share his/her paycheck with you in exchange for not showing up to do his/her job.
- If any health care personnel gets paid for services that were not given or needed.
- If a member transfers from one home health agency to another in exchange for money or a gift.
- If an attendant bullies you or others who have Medicaid so you will transfer to another home health agency.
- If a person who has Medicaid offers to clock in or out for an attendant when the attendant is not really there.

If you know of any of these types of problems, please call the Health and Human Services Commission (HHSC) Inspector General integrity line at **1-800-436-6184**.

Please try to provide as much information as you can, like names of persons involved, address, phone number, and details of what happened.

You can tell a family member to report these problems too. Reports can also be made to the HHSC Inspector General web site at: <https://oig.hhsc.texas.gov>.

Stopping fraud in Medicaid will ensure all those in the program continue to receive the high quality services they need.

Thank you for your help.