

Cigna Provider Compliance and Waste, Abuse, and Fraud Policy

Cigna's Compliance Program monitors compliance with federal and State laws, including health care waste, abuse, and fraud statutes and regulations. The Compliance Program is designed to prevent violations of federal and State laws. In the event violations occur, the Compliance Program promotes early and accurate detection, prompt resolution and disclosure to governmental authorities, when appropriate.

Cigna expects all contracted providers to be ethical and compliant. Cigna encourages its own employees as well as each provider's employees, contractors, and other parties to report suspected violations of law and policy, without fear of retribution.

Do you want to report Waste, Abuse, or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law. For example, tell us if you think someone is:

Getting paid for services that weren't given or necessary.

- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid or CHIP ID.
- Using someone else's Medicaid or CHIP ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

Reporting Waste, Abuse or Fraud by a Provider or a Member

Reports may be filed in the following manner:

- To report suspected or detected Medicare or Medicaid program non-compliance please contact Cigna's Compliance Department at:

Cigna

Attn: Compliance Department

9009 Carothers Parkway, Suite B-100

Franklin, TN 37067

- To report potential fraud, waste, or abuse please contact Cigna's Benefit Integrity Unit at:

By mail:

Cigna

Attn: Benefit Integrity Unit

500 Great Circle Road

Nashville, TN 37228

By phone: 1-800-230-6138, Monday through Friday, 8:00 AM to 6:00 PM CST

- Visit <http://oig.hhsc.state.tx.us/>. Under the box labeled "I WANT TO" click "Report Waste, Abuse and Fraud" to complete the online form.

The site tells you about the types of waste, abuse and fraud to report. If you would rather talk to a person, call the HHSC Office of Inspector General Fraud Hotline (OIG) at 1-800-436-6184. You also can send a note or letter to the following addresses:

- To report Providers, use this address:

Office of Inspector General

Medicaid Provider Integrity/Mail Code 1361

P.O. Box 85200

Austin, TX 78708-5200

- To report Members, use this address:

Office of Inspector General

General Investigations/Mail Code 1362

P.O. Box 85200
Austin, TX 78708-5200

To report waste, abuse or fraud, gather as much information as possible.

When reporting about a provider (a doctor, dentist, counselor, etc.) include the:

- Name, address, and phone number of provider;
- Name and address of the facility (hospital, nursing home, home health agency, etc.);
- Medicaid number of the provider and facility, if you have it ;
- Type of provider (doctor, dentist, therapist, pharmacist, etc.);
- Names and phone numbers of other witnesses who can help in the investigation;
- Dates of events; and
- Summary of what happened.

When reporting about someone who receives benefits, include:

- The person's name;
- The person's date of birth, Social Security number, or case number if you have it;
- The city where the person lives; and
- Specific details about the waste, abuse or fraud.

Cigna Provider Compliance and Waste, Abuse, and Fraud Policy

Cigna's Compliance Program monitors compliance with federal and State laws, including health care waste, abuse, and fraud statutes and regulations. The Compliance Program is designed to prevent violations of federal and State laws. In the event violations occur, the Compliance Program promotes early and accurate detection, prompt resolution and disclosure to governmental authorities, when appropriate.

Cigna expects all contracted providers to be ethical and compliant. Cigna encourages its own employees as well as each provider's employees, contractors, and other parties to report suspected violations of law and policy, without fear of retribution.

Do you want to report Waste, Abuse, or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law.

For example, tell us if you think someone is:

Getting paid for services that weren't given or necessary.

- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid or CHIP ID.
- Using someone else's Medicaid or CHIP ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

Reporting Waste, Abuse or Fraud by a Provider or a Member

Reports may be filed in the following manner:

- To report suspected or detected Medicare or Medicaid program non-compliance please contact Cigna's Compliance Department at:

Cigna

Attn: Compliance Department

9009 Carothers Parkway, Suite B-100

Franklin, TN 37067

- To report potential fraud, waste, or abuse please contact Cigna's Benefit Integrity Unit at:

By mail:

Cigna

Attn: Benefit Integrity Unit
500 Great Circle Road
Nashville, TN 37228

By phone: 1-800-230-6138, Monday through Friday, 8:00 AM to 6:00 PM CST

• Visit <http://oig.hhsc.state.tx.us/>. Under the box labeled "I WANT TO" click "Report Waste, Abuse and Fraud" to complete the online form. The site tells you about the types of waste, abuse and fraud to report. If you would rather talk to a person, call the HHSC Office of Inspector General Fraud Hotline (OIG) at 1-800-436-6184. You also can send a note or letter to the following addresses:

• To report Providers, use this address:

Office of Inspector General
Medicaid Provider Integrity/Mail Code 1361
P.O. Box 85200
Austin, TX 78708-5200

• To report Members, use this address:

Office of Inspector General
General Investigations/Mail Code 1362
P.O. Box 85200
Austin, TX 78708-5200

To report waste, abuse or fraud, gather as much information as possible.

When reporting about a provider (a doctor, dentist, counselor, etc.) include the:

- Name, address, and phone number of provider;
- Name and address of the facility (hospital, nursing home, home health agency, etc.);
- Medicaid number of the provider and facility, if you have it ;
- Type of provider (doctor, dentist, therapist, pharmacist, etc.);
- Names and phone numbers of other witnesses who can help in the investigation;
- Dates of events; and
- Summary of what happened.

When reporting about someone who receives benefits, include:

- The person's name;
- The person's date of birth, Social Security number, or case number if you have it;
- The city where the person lives; and
- Specific details about the waste, abuse or fraud.

How to report abuse, neglect, and exploitation (ANE)

Report suspected Abuse, Neglect, and Exploitation:

MCOs and providers must report any allegation or suspicion of ANE that occurs within the delivery of long-term services and supports to the appropriate entity. The managed care contracts include MCO and provider responsibilities related to identification and reporting of ANE. Additional state laws related to MCO and provider requirements continue to apply.

Report to the Health and Human Services (HHS) if the victim is an adult or child who resides in or receives

services from:

- Nursing facilities;
- Assisted living facilities;
- Home and Community Support Services Agencies (HCSSAs) – Providers are required to report allegations of ANE to both DFPS and HHS;
- Adult day care centers; or
- Licensed adult foster care providers

Contact HHS at 1-800-458-9858. For additional information refer to the link: <https://hhs.texas.gov/about-hhs/yourrights/complaint-incident-intake/how-can-i-report-abuse-neglect-or-exploitation> .

MCOs and providers must report any allegation or suspicion of ANE to the appropriate entity. The managed care contracts include MCO and provider responsibilities related to identification and reporting of ANE. The Medicaid/CHIP Division at the Texas Health and Human Services Commission developed this document in order to assist MCOs and providers with reporting ANE. Additional state laws related to MCO and provider requirements continue to apply.

Department of Family and Protective Services (DFPS)

Report to DFPS if the victim is one of the following:

- An adult who is elderly or has a disability, receiving services from:
 - Home and Community Support Services Agencies (HCSSAs) – also required to report any HCSSA allegation to HHS
 - Unlicensed adult foster care provider with three or fewer beds
- An adult with a disability or child residing in or receiving services from one of the following providers or their contractors:
 - Local Intellectual and Developmental Disability Authority (LIDDA), Local mental health authority (LMHAs), Community center, or Mental health facility operated by the Department of State Health Services;
 - a person who contracts with a Medicaid managed care organization to provide behavioral health services;
 - a managed care organization;
 - an officer, employee, agent, contractor, or subcontractor of a person or entity listed above; and
- An adult with a disability receiving services through the Consumer Directed Services option

Contact DFPS:

- Call 1-800-252-5400
- Online in non-emergency situations at www.txabusehotline.org

Report to Local Law Enforcement:

If a provider is unable to identify state agency jurisdiction but an instance of ANE appears to have occurred, report to a local law enforcement agency and DFPS.

Failure to Report or False Reporting

- It is a criminal offense if a person fails to report suspected ANE of a person to DFPS, HHS, or a law enforcement agency.
- It is a criminal offense to knowingly or intentionally report false information to DFPS, HHS, or a law enforcement agency regarding ANE.
- Everyone has an obligation to report suspected ANE against a child, an adult that is elderly, or an adult with a disability to DFPS. This includes ANE committed by a family Member, DFPS licensed foster parent or accredited child placing agency foster home, DFPS licensed general residential operation, or at a childcare center.

Abuse, Neglect, or Exploitation online training is available: [click here](#)

This training is designed to meet the basic ANE training requirements for staff providing direct care in a community setting. By the end of the training, staff should be able to identify which acts constitute ANE, how to recognize ANE, understand risk factors for ANE, and what methods can be used to address ANE. Additionally, this training includes an introduction to trauma and its impact on the people we serve. To take this course, please click on the course title and then select the "enroll me" button below the course description.

If you have questions about this course or need assistance, please email LTSS_Policy@hpsc.state.tx.us.