

Healthy at Home: Preventing Home Health Care Fraud

TIPS TO PREVENT HOME HEALTH CARE FRAUD:

- ◆ Read your Medicare Summary Notices. They are the “this is not a bill” statements you receive from Medicare.
- ◆ Be sure you recognize all the services and providers listed.
- ◆ Never give your Medicare number to people who tell you a service is free but they need your number for their records.
- ◆ Federal law requires that all individuals receiving home care services be informed of their rights as a patient. Do not be afraid to ask for information that is due to you.
- ◆ Fraud to look out for includes:
 - ⇒ Home health visits your doctor orders that you never receive
 - ⇒ Visits by home health staff that aren't needed
 - ⇒ Bills for services and equipment you never receive
 - ⇒ Forgery of your signature or your doctor's signature
 - ⇒ Pressure to accept items and services that you don't need
 - ⇒ Items listed on your Medicare Summary Notice that you don't think you received
 - ⇒ Home health services that your doctor didn't order
 - ⇒ Any agency that offers you free goods or services in exchange for your Medicare number

WHAT TO DO IF YOU SUSPECT HOME HEALTH CARE FRAUD:

- ◆ If you feel comfortable making the call, it is a good idea to check with the provider if you see a service on your MSN or a bill that you don't recognize. If it is a genuine error, your provider can fix it.
- ◆ Call CARIE at 1-800-356-3606. At CARIE real people answer the phone, and CARIE LINE advocates will listen to your concerns and assist you directly or will refer you to someone else that can help you.
- ◆ To report Medicare fraud directly to Medicare, call 1-800-447-TIPS (1-800-447-8477).

Call CARIE 1-800-356-3606 with questions or concerns.



Patient Bill of Rights: Home Health Care



A plan of care is the physician establishing your need for and eligibility to receive home health care services. The plan lists what kind of services and care you must get for your health problem. Your doctor will work with home health staff to decide:

- What kind of services you need
- What type of health care professional should give these services
- How often you will need the services and for how long the services will continue
- The kind of home medical equipment and supplies you need
- What kinds of special foods you need
- What your doctor expects from your treatment
- Your plan of care should be reviewed at LEAST every 60 days by your doctor
- If your needs change, your plan of care can change too

If your home health agency changes your plan of care without your doctor's approval, you have the RIGHT TO APPEAL. Your APPEAL RIGHTS are on the back of the MEDICARE SUMMARY NOTICE that is mailed to you.

As a home health care consumer, you have a right to:

- Be fully informed of all your rights and responsibilities by the service provider.
- Receive appropriate, quality, and professional care according to the service/care plan and doctor's orders.
- Be informed about and give consent before the start or change of any treatment.
- Refuse treatment and be informed about the possible medical consequences of refusing the treatment.
- Privacy, and to be treated with respect.
- Be informed in a reasonable amount of time, before termination of service or transfer to another service provider.
- Make complaints and ask for reasonable changes in service or staff without retaliation.
- Be fully informed about the provider, the provider's policies and charges, and possible third party reimbursements.
- Be referred elsewhere, if service is denied based upon inability to pay.

As a home care consumer you also have certain responsibilities, including the responsibility to:

- Express your wishes and preferences to the best of your ability to your service provider.
- Inform your service provider about any problems with your service.
- Let the service provider know if you will not be home for a visit.
- Let the service provider know if you are admitted to the hospital, and let the service provider know when you are discharged and will require services again.

Call CARIE to report suspected fraud: 1-800-356-3606