

Fraud, Waste and Abuse

If you suspect fraud, report it!

There are three types of fraud:

FRAUD

When someone tricks or deceives others on purpose to get money or personal benefits illegally.

Examples:

- Using someone else's Medi-Cal for services.
- When a doctor submits bills for a service that he/she did not provide

WASTE

Using medical resources carelessly or inappropriately.

Examples:

- Providing more services or prescribing more medication than what is medically needed or appropriate.

ABUSE

Purposely ignoring or going against the natural and legal rules for how something should be used.

Examples:

- Providing services or medications that are not medically indicated or necessary.
- Disclosing a patient's personal health information without consent.

HOW TO REPORT

You can report to us at:

AltaMed Health Network, Inc.

Attention: Office of Compliance and Privacy
1401 N. Montebello Blvd., Montebello, CA 90640
1-213-513-4272
compliance@altamedhn.com

Make sure to give as much information as you can about the person (e.g., the name, address or ID number of the person who committed fraud or the specialty of the provider) as well as the dates of the events and a summary of what happened to the best of your ability.

You can also report fraud to your health plan at:

Blue Shield of California Promise Health Plan

Phone: Compliance Helpline at 1-833-384-1194

In writing: Blue Shield Promise Health Plan
Special Investigations Unit
601 Potrero Grande Dr.
Monterey Park, CA 91755

Email: stopfraud@blueshieldca.com

Online: <https://bscspecialinvestigations.alertline.com/gcs/welcome>.

CalOptima Health

Phone: Compliance and Ethics Hotline: 1-855-507-1805 (TTY 711)

In writing: CalOptima Health
Office of Compliance - SIU
505 City Parkway West
Orange, CA 92868

Email: Compliance@Caloptima.org

Online: [Report Suspected Non-Compliance or Fraud, Waste and Abuse Issues \(caloptima.org\)](https://caloptima.org/report-suspected-non-compliance-or-fraud-waste-and-abuse-issues)

Health Net of California, Inc.

Phone: Health Net Fraud Hotline at 1-800-977-3565
Health Net Integrity Hotline at 1-888-866-1366

In writing: Special Investigations Unit
7700 Forsyth Blvd.
Clayton, MO 63105

Email: Special_Investigations_Unit@centene.com

Online: <https://secure.ethicspoint.com/domain/media/en/gui/44729/index.html>

L.A. Care Health Plan

Phone: Compliance Helpline at 1-800-400-4889

In writing: L.A. Care Health Plan
Special Investigations Unit
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017

Email: ReportingFraud@lacare.org

Online: lacare.ethicspoint.com.

Molina Healthcare of California

Phone: Molina Healthcare AlertLine at 1-866-606-3889

In writing: Compliance Officer
Molina Healthcare of California
200 Oceangate, Suite 100
Long Beach, CA 90802

Email: MHC_Compliance@Molinahealthcare.com

Online: <https://molinahealthcare.AlertLine.com>

Or you may contact the agencies below:

Department of Health Care Services

Phone: DHCS Medi-Cal Fraud Hotline at 1-800-822-6222

In writing: Medi-Cal Fraud Complaint – Intake Unit
Audits and Investigations
PO Box 997413, MS 2500
Sacramento, CA 95899-7413

Email: fraud@dhcs.ca.gov

Online: [Stop Medi-Cal Fraud](#)

Office of Inspector General - U.S. Department of Health and Human Services

Phone: 1-800-HHS-TIPS (1-800-447-8477)
TTY: 1-800-377-4950

In writing: U.S. Department of Health and Human Services
Office of Inspector General
ATTN: OIG HOTLINE OPERATIONS
P.O. Box 23489
Washington, DC 20026

Online: [File a Complaint \(hhs.gov\)](#)