



# 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.

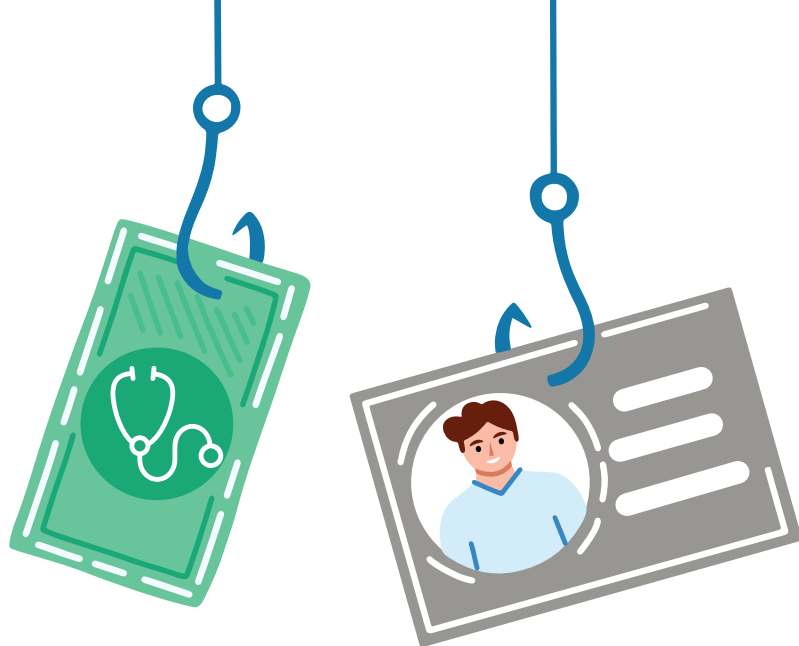


**CONFIDENTIAL LINE  
PLAN DE SALUD MENONITA**  
1-844-335-2864 (24 hours, 7 days)  
<http://planmenonita.ethicspoints.com>

**ASES INTEGRITY PROGRAM**  
787-474-3300 ext. 3222  
[asesprogramintegrity@ases.pr.gov](mailto:asesprogramintegrity@ases.pr.gov)

## 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](http://www.MenonitaVital.com)

PLAN DE SALUD  
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