

## Dental Care Today

### Transforming Health Care

Dental Care Today is committed to assuring the highest standards of compliance while supporting Dental Care Today's mission and values of transparency, integrity and accountability.

Dental Care Today has internal controls and procedures designed to prevent and detect potential fraud, waste and abuse activities by members, providers and employees. This plan includes policies and controls in areas such as claims, prior authorization, utilization management and quality review, member complaint and grievance resolution, practitioner credentialing and contracting, practitioner and employee education, and corrective action plans to address fraud, waste and abuse activities. Cases of potential fraud waste or abuse as indicated in the Oregon Administrative Rules will be reported to appropriate regulatory agency.

### Contacts:

## Compliance & Quality Improvement

**Compliance Hotline:**

**(360) 859-0892**

### **Dental Care Today**

14201 NE 20th Avenue,  
Vancouver, Washington 98686  
Phone: 877-213-0357  
Fax: 360-573-4022  
Email: [mwest@dentalservicellc.com](mailto:mwest@dentalservicellc.com)

## Dental Care Today **REPORTING FRAUD, WASTE & ABUSE** 2016





### **What is Fraud?**

Fraud is an intentional deception or misrepresentation, whether by act or omission, made by a person with the knowledge that the deception could result in some unauthorized benefit to himself/herself or some other person.

### **What is Abuse?**

Abuse includes provider practices that are inconsistent with sound fiscal, business or medical practices, and result in an unnecessary cost to Medicare, Medicaid, Access Dental Plan or an enrollee, or in reimbursement for services that are not necessary or that fail to meet professionally recognized standards for health care. Abuse also includes enrollee practices that result in unnecessary costs.

### **What is Waste?**

Waste is health care spending that can be eliminated without reducing quality of care.. It includes inefficient use or management of resources, unnecessary expenses, or procedures that cannot reasonably be expected to yield better outcomes.

### **Who is Impacted?**

- ◆ Everyone is impacted by Fraud, Waste and Abuse in the health care system.
- ◆ Every dollar that is spend on fraudulent, abusive or wasteful activities is money that cannot be spend where it is needed most.



### **What does Fraud look like?**

- ◆ Billing for services not provided
- ◆ Accepting money for referrals (kickbacks)
- ◆ Billing for unnecessary services and tests

### **Reporting & Investigating**

Dental Care Today is dedicated to investigating all allegations of suspected Medicaid fraud and abuse. We report all verified cases of fraud to the Medicaid Fraud Control Unit (MFCU).

### **Here's how you can report:**

- ◆ Contact the anonymous Hotline at :  
**(360) 859-0892**
- ◆ Call the State of Oregon Department of Human Services (DHS) Fraud Hotline  
**(888) 372-8301**
- ◆ Complete and return the Fraud, Waste and abuse reporting from available on the State of Oregon Webpage.

### **Reporting Protection**

Individuals are protected by Federal law for good-faith reporting of all activities related to fraud or abuse. Companies are prohibited from discharging ,demoting, suspending, threatening, harassing or discriminating against any employee who report such acts.