



MEDICAL ASSISTANCE BULLETIN
COMMONWEALTH OF PENNSYLVANIA * DEPARTMENT OF PUBLIC WELFARE

SUBJECT

Office of Medical Assistance Programs (OMAP)
Fraud and Abuse Hotline

BY

A handwritten signature in black ink, reading "Peg J. Dierkers".

Peg J. Dierkers, Ph.D.
Deputy Secretary for Medical Assistance Programs

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EFFECTIVE DATE:

June 27, 2001

PURPOSE:

To inform providers of the new Office of Medical Assistance Programs (OMAP) Fraud and Abuse Hotline for reporting suspected fraudulent and abusive practices relating to medical assistance services paid for under the Pennsylvania Medical Assistance (MA) Program.

SCOPE:

This Bulletin applies to all providers including non-enrolled providers or subcontractors, managed care organizations contracted with the Department to direct or deliver services to MA recipients, and providers that participate through a managed care organization.

BACKGROUND/DISCUSSION:

The OMAP Fraud and Abuse Hotline is designed to provide easy access for concerned individuals to report suspected fraudulent and abusive practices of fee-for-service or managed care providers participating in the MA Program.

The toll-free OMAP Hotline telephone number is: 1-866-DPW-TIPS (1-866-379-8477). TTY services for persons with hearing impairments and non-English speaking interpreter services are available to provide assistance to callers.

The Hotline is located in the Bureau of Program Integrity (BPI) and is staffed with medical professionals who are available from Monday through Friday, 8:30 AM to 3:30 PM eastern time. Voice messaging is available outside these hours.

Callers who provide information to BPI medical professionals are not required to identify themselves. If a caller does not wish to speak to a Hotline representative directly, a message may be left outside the hours of operation. Reported concerns of suspected fraudulent or abusive practices will be referred to the appropriate Bureau of Program Integrity staff for investigation, analysis, and determination of the appropriate course of action.

Pursuant to this Bulletin, providers should distribute the attached Notice to its employees and display the Notice in a conspicuous place in its place of business where employees can readily see it.

Information relating to the **OMAP Fraud and Abuse Hotline** may be viewed anonymously at the Department's website. An electronic response form is also available at this website and may be filed anonymously to Hotline staff, if preferred.

ATTACHMENT:

OMAP Fraud and Abuse Hotline Notice

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

Bureau of Program Integrity at 1-866-DPW-TIPS (1-866-379-8477)

Visit the Office of Medical Assistance Programs website at www.dpw.state.pa.us/omap.