

Program Integrity

Partners' Program Integrity Department helps Partners and its providers meet their obligations to provide high-quality, accessible physical and behavioral health care in a manner that is quality driven, compliant, outcome-focused, and effective through a robust fraud and abuse prevention, detection and resolution program. Program Integrity accomplishes this by

- Performing Audits and Conducting Investigations
- Recovering Claims Overpayments
- Providing Training to Providers
- Referring Credible Allegations of Fraud to the NC Division of Medical Assistance

How Can You Help?

Help us to protect the integrity of the important services that Partners helps to fund. Be on the lookout for these indicators of provider fraud and abuse:

- *Billing for unnecessary services or services not rendered, for unnecessary equipment, or for services performed by a lesser qualified person*
- *Duplicate billing, or retaining duplicate payments or overpayments*
- *Billing procedures over a period of days or weeks when the actual treatment occurred during a single visit, i.e., split billing*
- *Upcoding, unbundling or code gaming*
- *Using unqualified or non-credentialed staff for services that have minimum qualification requirements, falsifying experience, education or credential(s) possessed*
- *Kickbacks or receiving payments based on the number of referrals*
- *Not using Medicaid as a payor of last resort when coordinating benefits for consumers*
- *Improperly prepared or falsified clinical notes*

Frequently Asked Questions:

Q: What is Fraud and Abuse?

A: Abuse is generally poor record keeping that results in the submission of claims that are not in compliance with regulations, rules or policies. Fraud is generally the submission of claims for reimbursement that are knowingly false for things like services not rendered, upcoding or unbundling. Abuse and fraud can result in the repayment of overpayments, termination of contract(s), fines, penalties, and/or prison time.

Q: I am not sure if my concerns are something I should report.

*A: It is better to report your concerns than to not do so. If you suspect that something improper is taking place, call our Alert Line at **1-866-806-8777**. The skilled Program Integrity auditors and investigators will determine if fraud or abuse is taking place. If not, your concern will be shared with the most appropriate department within Partners BHM.*

Q: O.K., I would like to share some suspicious activity, but I do not want anyone to know I was the one who made the call.

*A: When reporting a concern by phone or online, you have the choice to be anonymous. Being **Anonymous** allows you to withhold any identifying information. However, it makes Program Integrity's job easier if we know who calls so we can obtain additional information about your concerns, if necessary. Please note that your contact information is kept **Confidential**, others will not know that you filed the report.*

How to Report Fraud or Abuse to Partners Program Integrity

Partners provides two ways to report concerns of fraud and abuse. The first is the Alert Line at **1-866-806-8777**, where a live person can assist with taking information. The second is on the web at <https://partnersbhm.alertline.com>.

