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Office of the Medicaid Inspector General

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July 30, 2021



**KANSAS
ATTORNEY GENERAL**

DEREK SCHMIDT

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Letter from the Inspector General

July 30, 2021

TO: Attorney General Derek Schmidt

Kansas Department of Health and Environment, Dr. Lee Norman, Secretary
Kansas Department of Health and Environment, Sarah Fertig, Medicaid Director

Members of the Robert G. (Bob) Bethell Joint Committee on Home and Community Based
Services and KanCare Oversight:

Senator Richard Hilderbrand, Chair	Representative Brenda Landwehr, Vice-Chair
Senator Renee Erickson	Representative Barbara Ballard
Senator Beverly Gossage	Representative Will Carpenter
Senator Pat Pettey	Representative Susan Concannon
Senator Mark Steffen	Representative Megan Lynn
	Representative Susan Ruiz

This report contains information concerning the difficulties that Kansas citizens face when trying to report Medicaid eligibility fraud. This review was completed in accordance with the Association of Inspectors General *Principles and Standards for Offices of Inspector General: Quality Standards for Inspections, Evaluations, and Reviews*, May 2014 Revision.

We welcome any comments or questions you may have regarding this report or our operations.

Respectfully submitted,



Steven D. Anderson
Medicaid Inspector General

Introduction

The ability of the average citizen to report suspected fraud and other criminal activity involving government programs is critical to helping identify and stop fraud, waste, and abuse. These tips often are the first step in identifying illegal activity and they provide a starting point for an investigation or review that would not have started otherwise.

The Office of Medicaid Inspector General (OMIG) is required by K.S.A. 75.7427(k)(1) to make provision to solicit and receive reports of fraud, waste, abuse and illegal acts in such programs from any person or persons who shall possess such information. No such requirement could be found relating to the operations for the Kansas Department of Health and Environment (KDHE).

This report is focused on explaining the difficulties that Kansans and other concerned people experience when trying to make a report of fraud and suggested recommendations for improving access to the proper points of contact.

Reporting Eligibility Fraud Via Telephone

The issue of not having a clear and easy way to report Medicaid Eligibility fraud is not a new one and has been addressed with KDHE staff in the past by members of the Medicaid Fraud and Abuse Division (MFAD). If a caller attempts to report allegations of fraud concerning Medicaid eligibility, they are typically routed to the KanCare Clearinghouse, 800-792-4884. The automated phone answering system at no point gives the caller an option to report fraud of any type. The options listed below are the current choices.

Option 1 – Check on the status of application or to apply for Medicaid

Option 2 – Pregnant women and families with children

Option 3 – Disabled person or someone over 65

Option 4 – Change managed care healthcare plan

Option 5 – Office hours, mailing address, and fax numbers

Option 6 – Check on premium

The staff of the MFAD frequently receive calls from people wanting to report Medicaid eligibility fraud and say they were given MFAD's telephone number by KanCare Clearinghouse staff. The caller eventually reached a KanCare staff member by selecting one of the above options and working their way through the system until they got to speak to a live person. That person gave them the MFAD telephone numbers of 785-368-6220 or 866-551-6328. Several ruse calls made to the KanCare Clearinghouse resulted in the majority of staff directing the caller to the same MFAD telephone numbers.

Under federal law, the MFAD is unable to investigate Medicaid eligibility fraud and must focus its resources on allegations involving Medicaid providers and the abuse, neglect, and exploitation of the elderly and Medicaid recipients. They attempt to redirect the callers to different numbers. Recent inquiries by MFAD staff to KDHE about the correct number to reference, led to them being instructed to tell the caller to call the KanCare Clearinghouse at 800-792-4884, which will lead them right back to the automated phone answering system.

KanCare staff less than 50% of the time, when contacted during ruse calls, provided the number to the Kansas Public Assistance Fraud Hotline number 800-432-3913. The hotline number is managed by staff from the Department for Children and Families (DCF) and is the correct number to report Medicaid eligibility fraud. One KanCare worker knew the correct number and informed the caller the number could be found on the KanCare website at <https://kancare.ks.gov>. After attempting to locate the number on the website, the staff member stated it was on the website, but she could not locate it.

Reporting Eligibility Fraud Online

Our review of the KanCare website found that it was very difficult to navigate. The initial page of the website provides the typical links to information about KanCare and has links for consumers and providers to access. One of the options is “Contact Us.”

HOME ABOUT KANCARE ▾ CONSUMERS ▾ PROVIDERS ▾ OMBUDSMAN ▾ POLICIES AND REPORTS ▾ CONTACT US

Please visit the KDHE COVID-19 (2019 Novel Coronavirus) resource center for more information:

Additional COVID-19 Kansas Resources:

- KDADS COVID-19 website
- KDADS and HCBS COVID-19 Guidance
- DCF COVID-19 website

OneCare Kansas

Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

- Member Information
- Provider Information
- OCK Provider Map

Quick Links

- Apply for KanCare
- Hotline Numbers
- Report Abuse
- Contact KanCare Clearinghouse
- Incident Reporting Guide
- Provider Training

None of the options from the “Contact Us” list shown below directs the user to a telephone number or link to report fraud.



Home / Contact Us

Contact Us

CONTACT US

- + KanCare (800-792-4884) (Clearinghouse)
- + Managed Care Enrollment Center (866-305-5147)
- + KanCare Eligibility Families and Children (800-792-4884)
- + KanCare Eligibility Elderly and Persons With Disabilities (800-792-4884)
- + Premium Billing: (866-688-5009)
- + Aetna Customer Service (855-221-5656)
- + Sunflower Health Plan Customer Service (877-644-4623) (TTY: 711)
- + United HealthCare Customer Service (877-542-9238)
- + Consumer Contact Numbers
- + Kansas Dept for Aging and Disability Services (800-432-3535)
- + Dept. for Children and Families (1-888-369-4777)
- + KDHE/Department of Health Care Finance
- + Amerigroup contact numbers (Member 1-800-600-4441) (Provider 1-800-454-3730)
- + KanCare Ombudsman Resources
- + KanCare Ombudsman Office (855-643-8180)

Under “Quick Links” on the main page there is an option for hotline numbers:

Abuse, Neglect, or Exploitation Hotline	800-842-0078
Adult and Child Protective Services	800-922-5330
SAMHSA’s Disaster Distress Helpline	800-985-5990
Kansas Aging and Disability Resource Center	855-200-2372
Substance Abuse and Mental Health Services	800-662-4357
Alzheimer’s Association Hotline	800-272-3900
Disability Fraud/Social Security Fraud	800-269-0271
Problem Gambling Hotline	800-522-4700
National Suicide Prevention Lifeline	800-273-8255

None of these telephone numbers will lead the user to an opportunity to report Medicaid eligibility or provider fraud.

To actually find the link to the telephone number to report Medicaid eligibility fraud, the user must select “Incident Reporting Guide” from the main page. This will bring the user to the page below. If the user selects either of the first two options, the user will access the DCF page for its programs.

The screenshot shows the top portion of the KanCare website. At the top is a banner image of a green field under a blue sky with the KanCare logo and the motto "AD ASTRA PER ASPERA". Below the banner is a dark blue navigation bar with white text for "HOME", "ABOUT KANCARE", "CONSUMERS", "PROVIDERS", "OMBUDSMAN", "POLICIES AND REPORTS", and "CONTACT US". Below the navigation bar is a breadcrumb trail: "Home / incident reporting". The main heading is "Abuse, Neglect, Exploitation or Incident Reporting Information". Underneath are three links: "Abuse Neglect Reporting", "Adult Abuse Neglect Reporting", and "Adverse Incident Reporting Guide". An orange arrow points to the "Adverse Incident Reporting Guide" link.

The screenshot shows a page titled "Report Adult Abuse, Neglect and Exploitation" on the DCF website. The page has a breadcrumb trail: "Home > Services > Prevention and Protection Services". On the right side, there is a "CHAT" button and a "Foster Care Class Action" section with buttons for "NOTICE", "ORDER", and "AGREEMENT". Below the chat button is a "Quick Links" section with several links: "Youth Recovery Report", "Report Abuse", "Report Fraud", "Hotline Numbers", "Family First", "Newsroom", "Services", "Find DCF Locations", "Apply for Services", and "Solicitar Servicios". An orange arrow points to the "Report Fraud" link. The main content area contains text about Adult Protective Services, a phone number (1-800-922-5330), and instructions on what to report.

The user must then click on “Report Fraud” to access another page. This page has information from the DCF Office of the General Counsel, Fraud Investigations Unit. There is a link to an online form and a number that may be used by Kansas residents, 1-800-432-3913, to report fraud. It should be noted that the page instructs the user that it is for reporting suspected welfare fraud. Reporting “medical assistance” fraud is mentioned on the page.

The banner features the Kansas Department for Children and Families logo on the left. In the center is the state seal of Kansas. On the right, there is a yellow button that says "APPLY FOR SERVICES" and "SOLICITAR SERVICIOS" with a mouse cursor pointing to it. Below this button, it says "Check your eligibility and apply for services including:" followed by a list: "Food assistance", "Cash assistance", and "Child care assistance". A yellow box on the left side of the banner says "COVID-19 GUIDANCE FOR DCF PROGRAMS".

[Home](#) > [Agency Information](#) > [Office of the General Counsel](#)

[Print Page](#)

Office of the General Counsel Fraud Investigations Unit

The Fraud Investigations Unit is comprised of a Director, Chief Investigator, and Fraud Hotline Receptionists located in the Office of General Counsel and 16 Fraud Special Investigators and four benefits eligibility experts evenly assigned statewide.

The mission of the Fraud Investigations Unit is to aggressively investigate, detect, prevent, and prosecute welfare recipient fraud in all public assistance programs administered by the Department for Children and Families including cash assistance, food assistance, child care assistance, medical assistance, and utility LIEAP assistance.



Kansas residents may report suspected welfare fraud using the online form link below.

[Online Form](#)

Kansas residents may also call 1-800-432-3913.

A blue "CHAT" button with a yellow speech bubble icon. Below it is a white box with a blue border containing the text "Foster Care Class Action" and three blue buttons labeled "NOTICE", "ORDER", and "AGREEMENT".

Quick Links

[Youth Recovery Report](#)

[Report Abuse](#)

[Report Fraud](#)

[Hotline Numbers](#)

[Family First](#)

Attempting to follow the links in the above example to find the correct page to report Medicaid eligibility is unlikely. If the user opted to query “fraud” from the KanCare main page, the page retrieved contains the links excerpted below.

CONSUMER KANCARE CONTACTS

<https://www.kancare.ks.gov/docs/default-source/Consumers/faqs/consumer-kancare-contacts.pdf>

KanCare Contact Phone List Eligibility KanCare Clearinghouse – Family Medical 1-800-792-4884 1-800-498-1255 (fax) Medicaid Provider **Fraud** (785) 368-6220 Customer Service KMAP Customer Service Center – FFS Consumers 1-800-766-9012 KanCare – Customer Service Managed Care Enrollment Center (changing MCO choice) 1-866-305-5147 Amerigroup 1-800-600-4441 1-800-855-2880 (TTY) Sunflower 1-877-644-4623 1-888-282-6428 (TTY) United 1-877-542-9238 711 (TTY) Transportation Services

CONSUMER CONTACTS

<https://www.kancare.ks.gov/docs/default-source/providers/events/consumer-contacts.pdf>

KanCare Contact Phone List Eligibility KanCare Clearinghouse – Family Medical 1-800-792-4884 1-800-498-1255 (fax) Medicaid Provider **Fraud** (785) 368-6220 Customer Service KMAP Customer Service Center – FFS Consumers 1-800-766-9012 KanCare – Customer Service Managed Care Enrollment Center (changing MCO choice) 1-866-305-5147 Amerigroup 1-800-600-4441 1-800-855-2880 (TTY) Sunflower 1-877-644-4623 1-888-282-6428 (TTY) United 1-877-542-9238 711 (TTY) Transportation Services

KANCARE CONTACT LIST

https://www.kancare.ks.gov/docs/default-source/contact-us/phone-list-for-partners-01172018.pdf?sfvrsn=a8e34c1b_10

1/3/2019 Page 1 of 1 KanCare Contact Phone List Eligibility KanCare Clearinghouse PO Box 3599 Topeka, KS 66601 1-800-792-4884 1-800-498-1255 (fax) Family Medical 1-800-264-6285 (fax) E&D Medical Medicaid Provider **Fraud** (785) 368-6220 Customer Service KMAP Customer Service Center – FFS Consumers 1-800-766-9012 KanCare – Customer Service Managed Care Enrollment Center (changing MCO choice) 1-866-305-5147 Aetna 1-855-221-5656 711 (TTY) Sunflower 1-877-644-4623 1-888-282-6428

[12345678910...](#)

Selecting any of the choices (Consumer KanCare Contacts, Consumer Contacts, and KanCare Contact List) will bring up the KanCare Contact Phone List shown below. The only option on this list for reporting fraud is the number for MFAD to report provider fraud.

KanCare Contact Phone List

Eligibility	
KanCare Clearinghouse PO Box 3599 Topeka, KS 66601	1-800-792-4884 1-800-498-1255 (fax) Family Medical 1-800-264-6285 (fax) E&D Medical
Medicaid Provider Fraud	(785) 368-6220

Customer Service	
KMAP Customer Service Center – FFS Consumers	1-800-766-9012

KanCare – Customer Service	
Managed Care Enrollment Center (changing MCO choice)	1-866-305-5147
Aetna	1-855-221-5656 711 (TTY)
Sunflower	1-877-644-4623 1-888-282-6428 (TTY)
United	1-877-542-9238 711 (TTY)

Transportation Services – Scheduling Rides	
Medicaid FFS consumers	1-800-766-9012
Aetna – Access2Care	1-866-252-5634
Sunflower – Logisticare	1-877-644-4623
United – Logisticare	1-877-796-5847

Pharmacy	
Medicaid FFS	Providers 1-800-933-6593 Consumers 1-800-766-9012
Aetna	1-855-221-5656 711 (TTY)
Sunflower	Providers 1-877-249-2718 Consumers 1-877-644-4623
United	Providers 1-877-305-8952 Consumers 1-877-542-9238

Recommendations

This review identified how difficult it is for well-meaning citizens to report Medicaid eligibility fraud to KanCare and KDHE. To help make the process easier and to avoid having callers contact the wrong office and being transferred repeatedly, we make the following recommendations:

1. The KanCare Clearinghouse telephone tree should include an option to report fraud. The caller should be given the choice to report eligibility or provider fraud and then be provided the telephone number to either MFAD for provider fraud or the Kansas Public Assistance Hotline for eligibility fraud.
2. The option to report fraud should be clearly indicated on the KanCare home page and not require clicking on several links that are confusing.
3. Add the numbers for the Kansas Public Assistance Hotline and OMIG to the KanCare Phone Contact List.