

# Detecting, Preventing, and Reporting Healthcare Fraud

## As part of our efforts to improve the healthcare system, we are committed to:

- Detecting, correcting, and preventing healthcare fraud
- Educating our members about how to detect and/or prevent fraud

## To help detect and/or prevent fraud:

- Keep records of all healthcare services you receive
- Don't provide your Humana, Medicare, and/or Medicaid ID number(s) to anyone over the phone, without first verifying the person's identity, because medical identity thieves may:
  - Offer "free" or "low-cost" healthcare services in exchange for identifying information about you – **Humana will never do that**
  - Claim to call you from a clinic, doctor's office, insurance company, or pharmacy
  - Call to offer and/or send you medicine and/or medical equipment – only accept medicine or medical equipment in the mail if your primary care provider or another healthcare provider orders and/or prescribes it for you
- Review all medical bills you receive, and make sure your bill:
  - Matches your record(s) of the healthcare services received
  - Outlines the actual services you received
  - Includes the date(s) of service you received
  - Includes the amount billed to Humana

## If you suspect healthcare fraud:

- You must report it to us, we can investigate
- Your actions may help improve the healthcare system and reduce costs for other members, customers, and third parties

## To report suspected fraud, waste, or abuse, you can contact us in one of these ways:

- Phone: **800-614-4126**
- Fax: **920-339-3613**
- E-mail: **siureferrals@humana.com**
- Mail: **Humana**  
Special Investigation Unit  
100 Employers Blvd.  
Green Bay, WI 54344
- Ethics Help Line: **877-5-THE-KEY (877-584-3539)**
- Ethics Help Line reporting website: **www.ethicshelpline.com**

## The Special Investigations Unit (SIU) will:

- Treat all information it receives or discovers as confidential
- Discuss the results of investigations only with persons having a legitimate reason to receive the information (e.g., state and federal authorities, Humana corporate law department, Humana market medical directors, or Humana senior management)

Visit **Humana.com/Legal/Fraud-Waste-and-Abuse** to learn more about:

- Fraud
- Our commitment to addressing and preventing fraud

**Humana**  
Healthy Horizons®  
in Louisiana

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **1-800-448-3810 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **1-800-448-3810** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the  
**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

### Auxiliary aids and services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Benefit Plan of Louisiana, Inc.**

## Language assistance services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

**English:** Call the number above to receive free language assistance services.

**Español (Spanish):** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**Français (French):** Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

**Tiếng Việt (Vietnamese):** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**繁體中文 (Chinese):** 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

**العربية (Arabic):** اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

**Português (Portuguese):** Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

**ພາສາລາວ (Lao):** ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.

**日本語 (Japanese):** 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

**اُردُو (Urdu):** مفت لسانی اعانت کی خدمات موصول کرنے کے لیے درج بالا نمبر پر کال کریں۔

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**فارسی (Farsi):** برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Русский (Russian):** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**ภาษาไทย (Thai):** โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี