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 SoonerSelect 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

Humana Healthy Horizons® in Oklahoma

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

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **855-223-9868 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 5 p.m., Central time. 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 855-223-9868 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, 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at https://www.hhs.gov/sites/default/files/ocr-cr-complaintform-package.pdf.

Auxiliary aids and services, free of charge, are available to you. **855-223-9868 (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 Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation. Language assistance services, free of charge, are available to you. **855-223-9868 (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.

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。

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

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

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

မြန်မာနိုင်ငံ (Burmese) အခမဲ့ ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများ ရယူရန် အထက်ပါ ဖုန်း နံပါတ်ကို ခေါ်ဆိုပါ။

Hmoob (Hmong) Hu rau tus xov tooj saum toj sauv kom tau txais kev pab txhais lus dawb.

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

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

ພາສາລາວ (Lao): ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການ ຊ່ວຍເຫຼືອດ້ານພາສາຟຣີ.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี

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

tsalagi gawonihisdi (Cherokee) ୦BLb କନ୍ସ୍ୟ SJWJC J4ର୍ଭିଧ କ୮ D4ର୍ଯ Sପଧନର୍ଭ୍ୟ ଫକାରଚନ୍ସ୍ୟ Tଙ୍କାଣ୍ଟମ୍ୟୁT.

فارسى (Farsi) ديريگر سامة قوف مر امشاد ناگيار تروصد ينابز تلايهسة تفايرد ى ارد