



Did You Know?

Home Health Services can be vital if you are confined to your home, but be aware, there are some home health agencies that may take advantage of you and even commit fraud. Watch out for home health schemes by reviewing your plan statement.

- ❖ **Services Not Rendered:** Make sure that you are only billed for the actual number and correct type of visits that you have received.
- ❖ **Services Not Ordered:** Make sure that your home health services have been authorized by your doctor.
- ❖ **Services Not Medically Necessary:** Remember, home health services are only medically necessary if you are confined to your home.

If you suspect fraud, you must report the matter to protect yourself and your healthcare benefits.

**To discuss benefits, coverage or claims
payment concerns, contact
Customer Service at:**

PPO/PDP 1-800-541-8981 HMO 1-855-522-8896

**To report suspected fraud, call:
1-877-7SAFERX (1-877-772-3379)**

Do Your Part

You can protect your identity and your benefits

- ❖ Never give out your Social Security, Medicare, health plan numbers or banking information to someone that you don't know.
- ❖ Carefully review your plan statement to ensure that all of the information is correct.
- ❖ Know that free services DO NOT require you to give your plan or Medicare number to anyone.
- ❖ Share this information with your friends.

To discuss benefits, coverage or claims payment concerns, contact Customer Service at:

PPO/PDP 1-800-541-8981 HMO 1-855-522-8896

**To report suspected fraud, call:
1-877-7SAFERX (1-877-772-3379)**

