



## **Help prevent FRAUD, WASTE, AND ABUSE**

South Country believes it is the responsibility of everyone to report suspected fraud, waste, or abuse.

### **What is Fraud, Waste, and Abuse?**

- Fraud: An intentional act of deception, misrepresentation or concealment in order to gain something of value.
- Waste: is the overutilization of services, or other practices that, directly or indirectly, result in unnecessary costs to the health care program.
- Abuse: is excessive or improper use of services or actions that are inconsistent with acceptable business or medical practice.

### **How to prevent Fraud, Waste, and Abuse**

Members can help South Country uncover provider fraud, waste, and abuse by keeping track of the following things:

- Who provided your health care
- What services you received during the visit and any additional tests or visits the doctor orders
- When you got a health care service
- Where the service took place
- Do not sign blank medical services documents

Call South Country if you think the provider may have billed wrong or offered a service you didn't think you needed. Please remember, do not:

- Give your ID card or numbers to anyone other than your doctor, clinic, hospital or other health care provider
- Ask your doctor or any other health care provider for medical services or supplies that you don't need
- Sign your name to a blank form
- Share your medical records with anyone other than your doctor, clinic, hospital or other health care professional

### **Report Fraud, Waste, and Abuse**

You can report fraud, waste, and abuse to the South Country Compliance Department by calling (507) 431-6068 or sending an email to [compliance@mnscha.org](mailto:compliance@mnscha.org). You can also report it anonymously through our **Report it** hotline by calling 1-877-778-5463 or online at [www.reportit.net](http://www.reportit.net). Username: SCHA, Password: Owatonna