

FRAUD, WASTE AND ABUSE HOT LINE



Has anyone ever offered you free medical services or supplies in exchange for your Tufts Health Plan member number? Have you ever been charged more than once for the same service or charged for services, equipment or supplies you did not receive? Hopefully not, but if something like this ever happens to you, Tufts Health Plan has a Hot Line for members to report concerns about possible health care fraud. The Hot Line was established to help Tufts Health Plan's members who have questions, concerns and/or complaints related to possible wasteful, fraudulent, or abusive activity.

You can call the Tufts Health Plan Fraud Hot Line to report your concerns 24 hours a day, 7 days a week at **877.824.7123**. Spanish speaking callers may call **800.297.8592**.

Any call you make to the Hot Line will not be recorded. The information you provide will be forwarded within one business day to the Tufts Health Plan Compliance department to address your concerns.

You may choose to identify yourself or to remain anonymous. Our policy is to preserve the anonymity of Hot Line callers, subject to limits imposed by the law. In some cases we are legally required to report certain types of potential crimes and infractions to external agencies. Please understand that reporting any concerns or complaints will not affect your right to health care coverage and services in any way.

Health care fraud and abuse affect everyone by contributing to the increase of health care costs. You can play an active role in keeping your health care costs down by reporting any potential fraudulent practices to the Tufts Health Plan Fraud Hot Line.