

Fraud, Waste and Abuse (FWA)

Pages 51-56 Provider Manual

Abuse – Provider practices that are inconsistent with sound fiscal, business, or medical practices resulting in unnecessary Medicaid costs. Ex. Providing services that are not medically necessary. Criminal intent need NOT be alleged to establish abuse.

Medicaid Fraud – Knowingly, recklessly, or intentionally presenting false information to the Medicaid agency with the intent to receive some Medicaid benefit for any person or entity.

Utah False Claims Act – The law designed as a mechanism to combat fraud and abuse in government health care programs in Utah.

Waste – Over-use of services or other practices that result in unnecessary costs.



Please know and understand all False Claims Act laws and provisions. You can be held liable for violating FWA laws even if you are unaware you are doing so!

Fraud, Waste and Abuse (FWA) – cont.

What do I do if I suspect Fraud, Waste and Abuse (FWA)?

If you suspect any FWA, you can report to the three contacts below.

Optum Compliance Manager

1-800-640-5349-Tooele
1-877-370-8953-Salt Lake
slcoquality@optum.com

Your call may be anonymous, but even if you give your name, your information will be kept confidential.

Bureau of Managed Health Care in the Division of Medicaid and Health Financing

Karen Ford
kford@utah.gov

Utah Program Integrity

1-855-403-7283
oig.utah.gov/report-fraud/

Additional information can also be found at:

[Optum National Network Manual](#) (beginning at page 79)
[UT Office of the Inspector General -Fraud Waste and Abuse Overview](#)