



# 2020 Supplemental Fraud, Waste & Abuse and Compliance Training

# Overview

- This Supplemental FWA Training is being provided in conjunction with the following CMS training presentations:
  - Combating Medicare Parts C and D Fraud, Waste, and Abuse Web-Based Training Course (April 2020)
  - Medicare Parts C and D General Compliance Training Web- Based Training Course (April 2020)
- This supplemental training is intended to provide you with the methods for reporting Compliance, Ethics, and Fraud Waste and Abuse violations (suspected or confirmed).
- You can report these violations to TNPR directly, the Federal Government, or to the affected Health Plan(s).
- The methods for reporting to TNPR and the affected Health Plan(s) are contained in the remaining slides of this presentation.
  - The methods for reporting to the Federal Government are contained in the CMS training presentations.

# TNPR Contact Information

## **Fraud, Waste & Abuse Hotline:**

866-321-5550 (Toll-Free)

You can also file an anonymous report, if you want.

## **Mail your report to:**

Special Investigative Unit (SIU)

Attn: Marjorie Henderson

2001 South Andrews Avenue

Fort Lauderdale, Florida 33316

## **Fax your report to:**

(866) 276-3667

Attn: Marjorie Henderson

This is a dedicated Compliance line

## **Email your report:**

[SIU@healthsystemone.com](mailto:SIU@healthsystemone.com)

# Humana Contact Information

## Special Investigations Referral Department:

800-614-4126 (Toll-Free)

## Mail your report to:

Humana  
Special Investigative Unit (SIU)  
1100 Employers Blvd  
Green Bay, WI 54344

## Ethics Help Line:

877-5-THE-KEY (Toll-Free)

877-584-3539

[www.ethicshelpline.com](http://www.ethicshelpline.com)

## Fax your report to:

(920) 339-3673

Attention: Humana SIU

## Email your report:

[SIUReferrals@Humana.com](mailto:SIUReferrals@Humana.com)

# MCS Contact Information

## **ACT Right Hotline:**

1-877-627-0004 (Toll-Free)

## **In Person:**

Special Investigative Unit (SIU)/  
Compliance Department

## **Website:**

[www.mcs.com.pr](http://www.mcs.com.pr)

## **Email:**

[MCSCCompliance@medicalcardsystem.com](mailto:MCSCCompliance@medicalcardsystem.com)

# MCS Contact Information

In addition to the reporting mechanisms indicated previously, you may report situations through:

- Your Supervisor, Manager, Director or Vice-President;
- Chief Compliance Officer: Maité Morales, Esq.
- Special Investigation Unit Director: Elizabeth Roussel CAMS, CFE
- MCS Compliance Department
- MCS Human Resources Department
- MCS Legal Department

## **Elizabeth Roussel CAMS, CFE**

SIU Director

787-758-2500 x 2071

[Elizabeth.Roussel@medicalcardsystem.com](mailto:Elizabeth.Roussel@medicalcardsystem.com)

# MMM Contacts

Every MMM employee, or provider has the responsibility to refer any potential non compliance situation to:

## Medicaid Compliance Dept

Liza Rivera-Ortiz, Compliance  
Officer Medicaid  
MMM Holdings, LLC  
P.O. Box 71114  
San Juan, PR 00936-8014  
Phone: 787-622-3000, Ext. 2233  
Mobile: 787-918-7332  
E-mail: [liza.rivera@mmmhc.com](mailto:liza.rivera@mmmhc.com)

Online, via the Ethics Point webpage:  
[www.psg.ethicspoint.com](http://www.psg.ethicspoint.com)  
Ethics Point hotline: 1-844-256-3953  
Refer by e-mail: [VitalSIU@mmmhc.com](mailto:VitalSIU@mmmhc.com)

## Medicare Advantage Compliance Department

Myra Plumey, CCO  
MMM Holdings, LLC  
P.O. Box P.O. Box 71114  
San Juan, PR 00936-8014  
Phone: 787-622-3000, Ext. 2061  
Mobile: 787-379-3327  
E-mail: [myra.plumey@mmmhc.com](mailto:myra.plumey@mmmhc.com)

Online, via the Ethics Point webpage:  
[www.innovacarehealth.ethicspoint.com](http://www.innovacarehealth.ethicspoint.com)  
Ethics Point hotline: 1-877-307-1211  
Refer by e-mail: [SIU@mmmhc.com](mailto:SIU@mmmhc.com)

# MMM Contact Information

Informa violaciones éticas, de cumplimiento, fraude, perdida y abuso, de manera confidencial, accediendo aquí.

[www.innovacarehealth.ethicspoint.com](http://www.innovacarehealth.ethicspoint.com)

**1-877-307-1211**



**ethics·point**  
integrity at work



# Triple S Advantage Contact Information

## **Ethics Point:**

866-384-4277 (Toll-Free)

[www.ethicspoint.com](http://www.ethicspoint.com)

## **TSA Compliance Officer:**

Jenny D Cárdenas

Email: [JennyCar@sssadvantage.com](mailto:JennyCar@sssadvantage.com)

787-620-1919 extension 4183

## **TSA Compliance Email:**

[tsacompliance@ssspr.com](mailto:tsacompliance@ssspr.com)