

Reporting Medicare Fraud, Waste and Abuse

In connection with the Centers for Medicare and Medicaid Services (CMS) and our provider and community partners, Abrazo Advantage Health Plan (AAHP) is committed to detecting, preventing and reporting Medicare fraud, waste and abuse.

As part of its compliance program activities, AAHP offers several resources for you to report suspected fraud, waste and abuse, which include, but are not limited to, the following examples:

1. An individual or organization pretends to represent Medicare and/or Social Security, and asks you for your Medicare or Social Security number, bank account number, credit card number, money, etc.
2. Someone asks you to sell your AAHP prescription drug card or get drugs for him/her using your AAHP prescription drug card.
3. You feel that AAHP or another health/drug plan has discriminated against you, such as by prohibiting you from signing up for the plan because of your age, health, race, religion, income.
4. You are encouraged to dis-enroll from AAHP or another health/drug plan.
5. You are offered cash or a gift worth more than \$15 to sign up for AAHP or another health/drug plan.
6. Your pharmacy does not give you all of the drugs to which you are entitled.
7. You are billed for drugs that you didn't receive.
8. You believe that you have been charged more than once for your premium costs.
9. AAHP does not pay for your covered drugs.
10. You receive a different drug than your doctor ordered for you.

Anytime you become aware of potential fraud, waste or abuse issues, we encourage you to first contact AAHP by calling customer service at 602-824-3900 or 1-888-864-1114 if outside of Maricopa County, Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. except for holidays. TTY users should call 602-824-3909 or 1-800-489-1472. You may also write or fax us:

Abrazo Advantage Health Plan
Attn: Compliance Officer
7878 North 16th Street, Suite 105
Phoenix, AZ 85020
Fax: 1-866-486-1472

If you are not satisfied with AAHP's response or wish to bypass AAHP entirely, you may contact Medicare. For Part A, B and C concerns or questions, please call Medicare at 1-800-633-4227. For Part D fraud, waste or abuse issues, please call the Medicare Part D Hotline at 1-877-772-3379.

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