

Reporting Fraud, Waste and Abuse

HealthSource RI is interested in addressing fraud, waste and abuse. The State of Rhode Island Department of Audit (DOA) defines fraud, waste, and abuse as follows:

- **Fraud** – A false representation of the facts, including making false or misleading statements, or trying to hide wrongdoing by an individual(s) or an organization. The deception is intentional and usually results in a benefit to the perpetrator and/or causes damage, harm, or loss to the State or others. Example: The falsification of financial records to cover up a theft of money or state property.
- **Waste** – Unnecessary spending or careless squandering of the State's resources, whether intentional or unintentional. Sometimes, inefficient or ineffective business practices may result in waste. Example: The expenditure of state funds to purchase items that have no business purpose.
- **Abuse** – Intentional destruction, diversion, manipulation, misapplication, mistreatment, or misuse of State resources; or the extravagant or excessive use of a person's position or authority. Abuse can occur in a financial or non-financial environment. Example: An employee taking time off from work without properly discharging leave time.

For more information about fraud, waste, and abuse, visit the Rhode Island Department of Audit (DOA) website at: <http://www.audits.ri.gov/fraud/>.

Individuals are encouraged to report fraud, waste and abuse to HealthSource RI. When you contact us for assistance, there are some important actions you can take to help protect yourself from fraud:

- **If seeking assistance over the phone**, verify that you have called **1-855-840-4774** and are speaking with an authorized representative of HealthSource RI before sharing personal information. Contact HealthSource RI if you suspect identity theft or think you gave your personal information to someone not affiliated with the Exchange.
- **If seeking assistance online**, make sure you are on HealthSource RI's official website: **Healthsourceri.com**. HealthSource RI is not affiliated with any other websites. Contact HealthSource RI if another website represents itself as being connected to HSRI or attempts to sign you up for a health plan through the Exchange.
- **If being assisted in person at a HealthSource RI Walk-In Center or elsewhere in the community**, make sure you are working with a certified consumer assistance worker. All trained and certified Navigators and Assisters obtain a certification number and certificate with this number on it which they are required to display at all times while working with a consumer. Customer Support Representatives have employee identification numbers. Contact HealthSource RI if you suspect that the individual attempting to assist you to apply for a health care plan on the Exchange is not affiliated with HSRI.
- **Do not provide any individual with any form of payment for their assistance**. All assistance services provided by HealthSource RI are **free**. Contact HealthSource RI if someone claiming to be affiliated with HSRI requires or advertises a fee to help you enroll through the Exchange.
- Contact HealthSource RI if you suspect that your personal information has been improperly accessed, used, disclosed, or destroyed.

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Consumers and employees can report fraud to HealthSource RI in the following ways:

In person: at our Contact Center at 401 Wampanoag Trail, East Providence, RI 02915.

By mail at: 401 Wampanoag Trail, East Providence, RI 02915

If you suspect identity theft or that you gave your personal information to someone you should not have, contact the Federal Trade Commission at www.ftccomplaintassistant.gov.

In situations where reporting an incident of fraud to HealthSource RI would be uncomfortable, or there is a possibility that reporting an incident may put one's employment or benefits at risk, individuals have the option to report fraud to RI DOA.

Individuals may report the following types of violations to RI DOA:

- Suspected theft, waste, or misuse of the State's resources, including funds, property, and employee time
- Intentional misuse of grant funds
- Falsification of official documents (timesheets, leave reports, etc.)
- Gross mismanagement
- Gross neglect of duty
- Gross misconduct by a state employee
- Any violation of state or federal law (including regulations) by a state agency or employee

Individuals may contact the RI DOA:

- By phone at: **(401) 574-8175**
- By mail at: **Rhode Island Bureau of Audits**, One Capitol Hill, 4th Floor, Providence, RI 02908
- By email at: fraudline@doa.ri.gov
- By filling out a Fraud Complaint Form online at: <http://www.audits.ri.gov/fraud/form.php>

All reports to the RI DOA go directly to the Bureau of Audits and will be kept confidential.