

Recipient Notices, December 2011

This notice is being sent to all Medicaid and NC Health Choice recipients so that everyone knows about the important information and changes.

Important Information For Medicaid Recipients Under Age 21

This pertains to all services mentioned in this notice. Children under age 21 who have Medicaid are entitled to medically necessary screening, diagnostic and treatment services that are needed to “correct or ameliorate defects and physical and mental illnesses and conditions” under the Early Periodic Screening, Diagnosis and Treatment (EPSDT) program, regardless of whether the requested service is covered under the Medicaid State Plan. For more information about EPSDT, please refer to: <http://www.ncdhhs.gov/dma/epsdt>. EPSDT does not apply to children who have NC Health Choice.

IMPORTANT INFORMATION FOR NORTH CAROLINA MEDICAID RECIPIENTS

This notice is to let you know about important information and changes that are going to be taking place in Medicaid.

Optical Services

Recent legislation has eliminated the coverage of routine eye exams and visual aids (eyeglasses and medically necessary contact lenses) for adults 21 years old and older. Medical eye exams are still covered for adults with diseases or symptoms that affect the eyes.

IMPORTANT INFORMATION FOR NORTH CAROLINA MEDICAID AND NORTH CAROLINA HEALTH CHOICE FOR CHILDREN RECIPIENTS

This notice is to let you know about important information and changes that are taking place in Medicaid and NC Health Choice.

Diabetic Supplies

Currently you are using Prodigy diabetic supplies. Beginning November 15, 2011, your new meter will be the ACCU-CHEK meter and ACCU-CHEK supplies. All NC Medicaid and Health Choice recipients must be changed to an ACCU-CHEK meter and testing supplies by **January 15, 2012**.

You can change to the ACCU-CHEK meter and supplies beginning November 15th. The ACCU-CHEK meter and supplies will be available at all retail pharmacies and durable medical equipment companies. This change does not apply if your diabetic testing supplies are paid for by Medicare or private insurance in addition to Medicaid, or if you are on an Insulin pump.

If you have questions about this change, call the ACCU-CHEK Customer Care at 1-877-906-8969. You may also go to the ACCU-CHEK web site at www.accu-chek.com.

IMPORTANT INFORMATION FOR NORTH CAROLINA MEDICAID AND NORTH CAROLINA HEALTH CHOICE FOR CHILDREN RECIPIENTS

This notice is to let you know about important information and changes that are taking place in Medicaid and NC Health Choice.

Medicaid fraud and abuse cost YOU!

Gov. Bev Perdue, as part of her campaign to set government straight in North Carolina, has ordered the state Department of Health and Human Services to crack down on fraud and abuse of Medicaid. The state will be far more aggressive in finding and prosecuting recipients and health care providers who cheat Medicaid.

Besides being illegal, Medicaid fraud and abuse are simply wrong. Every Medicaid dollar wasted or stolen is a dollar that could have provided health care to someone who needs it. Medicaid funds are becoming scarce. It could be you or your family that suffers because of fraud and abuse.

Medicaid fraud and abuse cost YOU...and you can do something about it. If you know of someone committing fraud or abuse of Medicaid, report it. The box below tells you how. If you are not sure what fraud and abuse of Medicaid are, here are examples.

Examples of Medicaid Recipient FRAUD and ABUSE:

- Giving false information or altered documents to Department of Social Services.
- Not reporting income or all types of income.
- Receiving Medicaid in a state in which you do not reside.
- Not reporting resources such as bank accounts, property, life insurance, etc.
- Not reporting all changes in your situation.
- Allowing a health care provider to bill Medicaid for a service you did not receive.
- Not reporting medical, dental or vision insurance.
- Loaning your Medicaid card to others.
- Obtaining unnecessary medical treatment, prescription drugs or medical equipment.
- Getting equipment, supplies or prescriptions for the purpose of selling them.

Examples of Medicaid Health Care Provider FRAUD and ABUSE:

- Having inaccurate credentials or qualifications.
- Altering claim forms and recipient records.
- Sending in a bill for office visits that did not occur or a service not performed.
- Ordering services not needed like x-rays, blood work, ultrasounds, etc.
- Adding other family members to bills when they did not receive a service.
- Billing for the same service more than once.

How to Report Suspected Medicaid Fraud or Abuse:

- ❖ Call your County Department of Social Services (DSS) office; or
- ❖ Call the DHHS Customer Service Center at 1-800-662-7030 (English or Spanish); or
- ❖ Call the Medicaid fraud, waste and program abuse tip-line at 1-877-DMA-TIP1 (1-877-362-8471); or
- ❖ Complete and submit a Medicaid fraud and abuse confidential online complaint form via this link
<http://www.ncdhhs.gov/dma/fraud/reportfraudform.htm>

Information that will Help Us:

- ❖ The name of the Medicaid recipient
- ❖ The recipient's Medicaid card number or Social Security Number
- ❖ The name of the doctor, hospital, or other health care provider
- ❖ The date of medical service
- ❖ The amount of money that Medicaid approved and/or paid
- ❖ A description of the acts that you suspect involves fraud or abuse

Who to Contact With Questions About Information in This Notice: For questions or concerns please contact the DHHS Customer Service Center at 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (this is a TTY number and only those with TTY equipment can talk to a person when this number is dialed). The DHHS Customer Service Center is available to assist you Monday – Friday 8 am to 5 pm.