



# Health Care Fraud Prevention and Reporting



## Health Insurance Fraud

Health care fraud, waste and abuse have a negative effect on the health care industry and our nation. Health care fraud costs billions of dollars each year. It impacts all of us in the long run.

Health care fraud leads to:

- Higher health care costs
- Limited health care resources
- Lower consumer confidence in our health care system

Examples of health care fraud include billing for:

- A service that was never performed
- A more expensive service, supply or piece of equipment other than what was really provided
- The same service twice

Blue Cross and Blue Shield of Texas has its own Special Investigations Department (SID) to fight fraud. The SID staff includes people from diverse backgrounds such as:

- Medical providers (doctors and nurses)
- Insurance industry experts
- Professional coders
- Law enforcement

SID also has a Data Intelligence Unit to partner with SID investigators to find and stop fraud, waste and abuse. When appropriate, SID refers fraud cases for criminal prosecution.

## How do I report fraud?

If you suspect fraud, there are ways to report it.

- **Report by Phone: 1-800-543-0867**

The toll-free Fraud Hotline is available 24 hours a day, 7 days a week. You can remain anonymous or you can let us know if you want to be contacted.

- **Report Online: [Complete a fraud report](#)**

This online fraud reporting form can be completed and sent to the SID.

- **Report by U.S. Mail:** Blue Cross and Blue Shield of Texas  
Special Investigations Department  
1001 E. Lookout Drive, Tower A, 2nd Floor  
Richardson, Texas 75082