

Fraud, Waste and Abuse (FWA)

From the Optum Provider Manual for Medicaid Services

Abuse – Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not Medically Necessary, or that fail to meet professionally recognized standards for health care. It also includes beneficiary practices that result in unnecessary cost to the Medicaid program.

Medicaid Fraud – Knowingly, recklessly, or intentionally presenting false information to the Medicaid agency with the intent to receive unauthorized Medicaid benefit for any person or entity. Refer to Utah Code Ann. §63A-13-501.

Some examples of fraud include: knowingly or intentionally billing Medicaid for services that were not provided, making a materially false statement in connection with any claim for payment to the Medicaid program, accepting kickbacks or bribes for referrals or services.

Utah False Claims Act – The law designed as a mechanism to combat fraud and abuse in government health care programs in Utah. Refer to Utah Code Ann. 26-20-1, et. seq.

Waste – Overutilization of resources or inappropriate payment.



Please know and understand all False Claims Act laws and provisions. Please see the Optum website for the FWA provisions. You can be held liable for violating FWA laws even if you are unaware you are doing so!

Fraud, Waste and Abuse (FWA) – cont.

What do I do if I suspect Fraud, Waste and Abuse (FWA)?

Everyone has the right and responsibility to report potential fraud, waste, or abuse.
If you suspect FWA, you may contact any of the following:

Optum Compliance Manager

1-800-640-5349-Tooele
1-877-370-8953-Salt Lake
slcoquality@optum.com

*Your call may be anonymous, but
even if you give your name, your
information will be kept confidential.*

Bureau of Managed Health Care in the Division of Medicaid and Health Financing

Karen Ford
kford@utah.gov

Utah Office of Inspector General (UOIG) Hotline

1-855-403-7283
<https://oig.utah.gov>