



# A Letter to Clients of Texas Medicaid Help Stop Fraud, Waste & Abuse

OIG Fraud Hotline: 800-436-6184

OIG Fraud Website: [ReportTexasFraud.com](https://www.reporttexasfraud.com)

Dear Members:

Most people working in Medicaid work hard and care about their patients. But there are people who want to get paid without providing the health care services they are required to deliver. We need your help to make sure providers don't do things they aren't allowed to do.

## Here are examples of activities that are against the law:

- A personal care attendant offering to share their paycheck with you in return for not showing up to do their job.
- A health care professional getting paid for services that weren't given or needed.
- A person who has Medicaid moving from one home health agency to another in return for money or a gift.
- A personal care attendant bullying you or others who have Medicaid so you will transfer to another home health agency.
- A person who has Medicaid offers to clock in or out for an attendant when the attendant isn't there.

If you know of any of these types of problems, call the Texas Health and Human Services Inspector General Fraud Hotline, 800-436-6184.

Please try to provide as much information as you can, like names of people involved, address of where the incident took place, your phone number and details of what happened.

You can tell a family member to report these problems too. Reports can also be made at [ReportTexasFraud.com](https://www.reporttexasfraud.com).

Stopping fraud in Medicaid will help everyone continue to receive the high-quality services they need. Thank you for your help.

Sincerely,

Sylvia Hernandez Kauffman  
Inspector General

Texas Health & Human Services

## About the Office of Inspector General

The office's vision is promoting the health and safety of Texans by protecting the integrity of state health and human services delivery. Our mission is to prevent, detect, audit, inspect, review and investigate fraud, waste and abuse in the provision and delivery of all state health and human services, and enforce state law related to provision of those services.

This material is provided for general informational purposes only and is not intended to present an official position of the OIG or legal advice. The facts and circumstances of any question should be evaluated independently.

\*Texas Occupations Code, Sec. 102.001, 102.009, 102.010

