

Fraud and Abuse: A Serious Problem that Impacts Everyone!

Navitus MedicareRx wants to help prevent, detect and report cases of fraud and abuse to Medicare. We want our members to have the resources available to be able to understand fraud, waste and abuse (FWA). We also want them to have the ability to report FWA when necessary.

What is Fraud, Waste and Abuse?

Fraud is when someone knowingly uses false information or statements to improperly obtain payment for prescription drugs.

Waste is when there is overutilization of services that result in unnecessary costs.

Abuse includes actions that may result in unnecessary or increased payment for prescription drugs.

Some examples are:

- A pharmacy submitting claims for drugs that the patient never received;
- A pharmacy sending drugs that were never ordered by the patient or the physician;
- Forging or altering a prescription;
- A person obtaining prescriptions for drugs in order to sell them;
- A physician writing a prescription for drugs for someone that is not a patient because the physician receives a payment;
- A patient selling their medical ID card or prescription to someone;
- Using another person's insurance coverage or insurance card;
- A pharmacy billing for a brand drug, when it dispensed a generic drug;
- A person falsely stating drugs were lost or stolen and requesting replacement drugs because of addiction problems.

Who does FWA Affect?

FWA affects everyone. It results in misused benefits, safety issues, and costs patients and Medicare. This is why Navitus MedicareRx has a robust FWA program.

How does Navitus MedicareRx Help Prevent and Detect FWA?

Navitus MedicareRx has a Special Investigations Unit (SIU). The SIU is responsible for protecting the benefits of its plans and members. It is also responsible for reducing inappropriate spending on drugs. It can do this by preventing, detecting and investigating FWA. Navitus Medicare Rx's SIU investigate referrals from internal and external sources. The SIU also keeps track of the latest fraud schemes. They partner

with pharmacies, prescribers and others to identify potential fraud and abuse and identify suspicious patterns.

What Can You Do?

If you have any concerns about FWA, you have many ways to contact us.

- **Email siu@Navitus.com.**
- **Call the confidential reporting hotline at 1-855-673-6503.**
- **Letters can be sent to Navitus MedicareRx Compliance at the address below.**

Navitus MedicareRx SIU
Attention: Debbie Ludka, Senior Vice President Customer Operations
1025 West Navitus Drive
Appleton, WI 54913

Reports can be made anonymously if desired. Navitus MedicareRx will make every attempt to maintain confidentiality to the extent allowed by law. Navitus MedicareRx has a strict non-retaliation and non-retribution policy for FWA reports made in good faith.

The Navitus MedicareRx FWA program complies with CMS requirements for effective communication. These requirements are set forth in 42 C.F.R. §§422.503(b)(4)(vi)(D), 423.504(b)(4)(vi)(D).