

FRAUD ALERT



US DEPARTMENT OF VETERANS AFFAIRS
OFFICE OF INSPECTOR GENERAL

VA Is Billed for Care Veterans Did Not Receive

The VA Office of Inspector General asks you to be aware that VA may be billed for unreceived home healthcare or other veteran services as part of a fraud scheme.



The explanations of benefits sent to veterans or bills include services

- the veteran did not receive,
- by a different or unknown care provider, or
- with the incorrect dates (sometimes the duration extends 24 hours or when the veteran was unavailable or even deceased).

Also, be aware of unsolicited offers to veterans for healthcare services, particularly when promised an incentive (kickback) for acceptance. These are often followed by a bill or explanation of benefits indicating services were received, when they were not.



- ✓ For billing questions, contact the Veterans Health Administration Office of Integrated Veteran Care customer service call center at (877) 881-7618.
- ✓ [Click here](#) for help understanding your explanation of benefits or scan the QR code.



**BE A
VOICE FOR
VETERANS
REPORT WRONGDOING**

SUBMIT A COMPLAINT

www.va.gov/oig/hotline

800.488.8244

VA Inspector General Hotline (53H)
810 Vermont Ave, NW
Washington, DC 20420

SCAN HERE FOR VA OIG HOTLINE

