



Healthcare Fraud by VA-Paid Healthcare Providers and Vendors

Healthcare fraud by VA-paid healthcare providers and vendors in the community is the intentional misrepresentation of information to gain payment inconsistent with the type, scope, or nature of the treatment, service, or product provided. Indicators of potential fraud include the following:

- Unsolicited contacts offer patients free or low-cost medical equipment, compounded medication, genetic testing, or other items or services without regard for medical need and may be approved by a healthcare provider the patient does not know.
- Patients are induced to receive care or products by waived copayments and the offer of discounts or gift cards.
- Patients are billed for items that appear excessive or unrelated to treatment, or do not appear to have been provided.
- Patients receive unauthorized items that require a document confirming a medical need, but not a care provider's examination (e.g., durable medical equipment, genetic testing, prescription drugs).
- The patient receives bills and/or Explanations of Benefits (EOB) that include services from a healthcare provider who did not render the service. (For a resource on understanding an EOB, see [How to Read a CHAMPVA Explanation of Benefits.](#))
- Care providers learn bills and/or EOBs are being issued under their names when they did not provide the service.
- Procedures or treatment actually provided on a single day are billed as occurring over a period of days or weeks (i.e., split billing).
- Duplicate bills are sent to VA or duplicate payments or overpayments have not been returned.
- Medical records submitted by the care provider do not appear to be authentic or document signatures do not match.
- The patient or claims reviewer suspects medically unnecessary services or noncovered treatments were performed to generate payments.
- Coding used for billing appears to be for more expensive services than actually provided, commonly known as "upcoding."
- Each step of a procedure is billed as if it is a separate procedure, commonly known as "unbundling."
- The vendor or the care provider offers gifts or money (or a portion of patient or VA payments) for referrals.

