



Identification of Medicaid Fraud

It is the policy and practice of Elara Caring to promptly report activities or reports indicative of Medicaid Fraud. Below are some examples of activities that may be viewed as Medicaid Fraud:

- Falsifying time sheets and/or charging for activities and services that were NOT provided for the Consumer
- Forging the signature of the Consumer on time sheets or any other service delivery documentation
- Charging for or delivering services for the Consumer without this person being present to receive the service. For example, the Consumer is in the hospital or out of town and the Attendant submits a time sheet documenting services were provided during that time frame.
- Lying, interfering with an investigation or providing false witness to the Vendor (Elara Caring) or DHSS
- Providing and charging for services provided to any person other than the Consumer
- Charging and providing services and tasks that are not authorized on the Consumer's care plan



Documentation

The Consumer should keep a record of all hours that the attendant fails to deliver or if the attendant misses a day scheduled to work. For example, if the consumer was in the hospital and not home to receive services, the consumer would keep a record of that. The Consumer should also inform the office if hours are missed during the month.

The Consumer must keep track of the hours the attendant has worked during the month to ensure the attendant does not exceed the amount of time authorized by Division of Health and Senior Services. Medicaid will not pay the attendant for extra hours delivered.

If the telephony system or EVV system is not available (system outage), a paper record (timesheet) must be filled out for the visit and submitted to the branch office. The timesheet must contain the exact time in/time out and all tasks completed during the attendant's shift. This must be completed immediately following the completion of the attendant's shift. The Consumer is responsible for maintaining the timesheet and ensuring all information is accurate and true. Both the Consumer and the Attendant must sign the timesheet. The office must receive the timesheet within 24 hours to avoid payroll delays for the attendant. The Vendor is required by law to mandate the use of telephony or EVV. Timesheets are only allowed as a back-up method. Your service coordinator will assist as much as possible to ensure you are fully trained to use the payroll system.

The Consumer should also keep documentation regarding the performance of their attendant or any situations that required the Consumer to discipline/counsel the attendant. For example, if the attendant is frequently late or is not meeting the expectations of the Consumer, a record should be kept explaining all interventions the Consumer has enacted. The Consumer should maintain these records for at least 5 years. This documentation is also important when the Consumer is giving the attendant a performance evaluation or considering a raise in pay.