

**Neglect:** The failure or omission on the part of a caregiver to provide the care, supervision, and services necessary to maintain the physical and mental health of a disabled adult or elderly person that a prudent person would deem essential for the well-being of the patient.

**Exploitation:** The misappropriation of private funds, assets, or property of a patient in a nursing home or health care facility receiving Medicaid funds by a caregiver or other individual with the intent to temporarily or permanently deprive the patient of the use, benefit or possession of the funds, assets, or property for the benefit of someone other than the patient.

### **Reporting Suspected Fraud or Patient Abuse**

The Medicaid program in Florida has thousands of enrolled providers who are rendering necessary and legitimate services. The MFCU focuses its investigative efforts on the small percentage of total Medicaid providers who are engaged in fraudulent activity. If you suspect Medicaid provider fraud or patient abuse within a facility receiving Medicaid funds, you can write or call one of the following offices or file a complaint online at [MyFloridaLegal.com](http://MyFloridaLegal.com). You can also file a complaint on your smart device using the Attorney General's Office app, which is available now in the Apple AppStore.

Tallahassee (850) 414-3300  
Orlando (407) 999-5588  
Tampa (813) 287-7940  
Ft. Lauderdale (954) 712-4600  
Miami (305) 377-5800  
Jacksonville (904)-858-6919  
West Palm Beach (561) 837-5825  
Pensacola (850) 595-6057

### **Florida Attorney General Pam Bondi's Office** Call Toll-Free in Florida 1-866-966-7226

Fort Lauderdale  
110 South East 6th Street, 10th Floor  
Fort Lauderdale, Florida 33301  
(954) 712-4600

Fort Myers  
2075 West First Street, Suite 201  
Fort Myers, Florida 33901  
(239) 338-2442

Jacksonville  
1300 Riverplace Boulevard, Suite 405  
Jacksonville, Florida 32207  
(904) 858-6919

Miami  
Rivergate Plaza, 444 Brickell Avenue, Suite 650  
Miami, Florida 33131  
(305) 377-5800

Orlando  
135 West Central Boulevard, Suite 1000  
Orlando, Florida 32801  
(407) 999-5588

Pensacola  
220 West Garden Street, Suite 808  
Pensacola, FL 32502  
(850) 595-6057

Tallahassee  
PL-01, The Capitol  
Tallahassee, Florida 32399-1050  
(850) 414-3600

Tampa  
3507 East Frontage Road, Suite 200  
Tampa, Florida 33607  
(813) 287-7940

West Palm Beach  
1515 North Flagler Drive, Suite 900  
West Palm Beach, Florida 33401  
(561) 837-5825

**PL-01 The Capitol**  
**Tallahassee, Florida 32399-1050**  
**850-414-3300**  
**[MyFloridaLegal.com](http://MyFloridaLegal.com)**

*Florida*  
**Attorney General**  
**Pam Bondi**



**Medicaid Fraud**  
**Control Unit**

## Florida Medicaid Fraud Control Unit

Attorney General Pam Bondi's Medicaid Fraud Control Unit investigates and prosecutes fraud involving providers that intentionally defraud the state's Medicaid program through fraudulent billing practices. Medicaid fraud essentially steals from Florida's taxpayers. From January 2011 to August 2014, Attorney General Bondi's MFCU has obtained more than \$460 million in settlements and judgments. Additionally, the MFCU investigates allegations of patient abuse, neglect, and exploitation in facilities receiving payments under the Medicaid program, such as nursing homes, facilities for the mentally and physically disabled, and assisted living facilities.

The MFCU investigates a wide range of misconduct originating primarily from fraudulent billing schemes. The most common schemes involve doctors, dentists, clinics and other health care providers billing for services never performed, over billing for services provided, or billing for tests, services and products that are medically unnecessary.

## What is a Medicaid provider?

A provider is any one person or group supplying medical services to Medicaid recipients. Providers are medical doctors, osteopathic doctors, dentists, hospitals, nursing homes, pharmacies, and others.

## What is provider fraud?

Provider fraud is the willful and intentional deceit or misrepresentation of the truth by a provider or his agent to obtain an improper direct or indirect payment for services rendered or allegedly rendered to recipients under the Medicaid program.

## What are common types of Medicaid fraud?

### Billing for services not performed

A common type of Medicaid fraud committed by medical providers is billing for services that were never provided. These services commonly include: medical procedures, tests, medical equipment and supplies, home health care, and transportation to and from clinics or doctors' offices.

### Billing for medically unnecessary services

A provider misrepresents the diagnosis and symptoms on recipient records and billing invoices in order to obtain payment for unnecessary services.

### Recruiting Medicaid patients

A recruiter offers cash or anything of value to a Medicaid recipient to entice him or her to undergo medical tests or other services with the intent of billing Medicaid for those services.

### Double billing

A provider bills both Medicaid and a private insurance carrier or the recipient for the same medical service or procedure. Activities of this nature may be violations of various federal and state criminal laws. In addition to the minimal penalties, people convicted of Medicaid Provider Fraud may lose their status as Medicaid providers and, in some cases, their professional licenses.

## Patient Abuse, Neglect & Exploitation by a caregiver

Caregiver: A person who has been entrusted with or has assumed responsibility for the care or the property of an elderly person or disabled adult.

Abuse: The non-accidental infliction of physical or psychological injury or sexual abuse upon an individual.

