

REPORTING FRAUD, WASTE, OR ABUSE BY A PROVIDER OR MEMBER

Do you suspect Fraud, Waste, or Abuse? Let us know if you think a doctor, dentist, pharmacist, other healthcare provider, or a member receiving benefits is doing something wrong. Fraud, Waste, and Abuse are violations of the law and can negatively impact care and resources.

Examples of potential Fraud, Waste, or Abuse include:

- Billing for services not provided or not medically necessary
- Providing false information about a medical condition to obtain treatment
- Letting someone else use a Sendero ID card
- Using someone else's Sendero ID card
- Providing false information about income or resources to qualify for benefits

HOW TO REPORT SUSPECTED FRAUD, WASTE, OR ABUSE

You can report confidentially in one of the following ways:

Via Lighthouse Services (confidential third-party service) *Be sure to include "Sendero Health" in your report.*

- Hotline: 833-290-0001
- Fax: 215-689-3885
- Email: reports@lighthouse-services.com
- Online: www.lighthouse-services.com/senderohealth

Contact Sendero Customer Service

- Call: 1-844-800-4693

Mail a Written Report

Sendero 2028 East Ben White Blvd, Suite 400 Austin, TX 78741

WHAT INFORMATION SHOULD YOU PROVIDE?

If reporting a provider (e.g., doctor, dentist, therapist, pharmacist):

- Name, address, and phone number of the provider
- Name and address of the facility (hospital, clinic, nursing home, etc.)
- Type of provider
- Names and contact information of any witnesses
- Dates of the suspected incident(s)
- A brief summary of what occurred

If reporting a member (benefit recipient):

- Full name of the individual
- Date of birth, Social Security number, or case number (if available)
- City where the person lives
- Specific details and examples of the suspected fraud, waste, or abuse

Your report can help protect health care resources and ensure services are provided to those who truly need them. Thank you for speaking up.