

# 2024 SUPPLEMENTAL INFORMATION

# Overview

**This Supplemental FWA Training is being provided in conjunction with the following CMS training presentations:**

- Combating Medicare Parts C and D Fraud, Waste, and Abuse Web-Based Training Course.
- Medicare Parts C and D General Compliance Training Web-Based Training Course.

# Overview (Continued)

- This supplemental training is intended to provide you with the methods for reporting Compliance, Ethics, and Fraud Waste and Abuse violations (suspected or confirmed).
- You can report these violations to EMI directly, the State or Federal Government, or to the affected Health Plan(s).
- The methods for reporting to EMI, the State Government, and the affected Health Plan(s) are contained in the remaining slides.
  - The methods for reporting to the Federal Government are contained in the CMS training presentations.

# EMPR Contact Information

## **Fraud, Waste, and Abuse Hotline:**

(866)-321-5550 (Toll-Free). You can also file an anonymous report, if you want.

## **You can mail your report to:**

Marjorie Dorcely  
Special Investigative Unit (SIU)  
2001 S. Andrews Avenue, Fort Lauderdale, FL 33316

## **You can fax your report to:**

**Attention: Marjorie Dorcely**

(866)-276-3667 - *This is a dedicated Compliance line*

**E-Mail:** [SIU@healthsystemone.com](mailto:SIU@healthsystemone.com)

# MCS Contact Information

**ACTRight Hotline:** 1-877-627-0004 (Toll-Free)

**In Person:** Special Investigative Unit (SIU) / Compliance Department

**Website:** [www.mcs.com.pr](http://www.mcs.com.pr)

**E-Mail:** [MCSCompliance@medicalcardsystem.com](mailto:MCSCompliance@medicalcardsystem.com)

# MCS Contact Information (Continued)

- In addition to the reporting mechanisms indicated previously, you may report situations through:
  - Your Supervisor, Manager, Director or Vice-President;
  - Chief Compliance Officer: Maité Morales, Esq.
  - Special Investigation Unit Director: Elizabeth Roussel CAMS, CFE
  - MCS Compliance Department
  - MCS Human Resources Department
  - MCS Legal Department

**SIU Director:** Elizabeth Roussel CAMS, CFE,

**Phone:** (787)-758-2500 Ext. 2071

**E-Mail:** [Elizabeth.Roussel@medicalcardsystem.com](mailto:Elizabeth.Roussel@medicalcardsystem.com)

# MMM Contacts

Every MMM employee, or provider has the responsibility to refer any potential Non-Compliance situation to:

## Medicaid Compliance Department

Liza Rivera-Ortiz, Compliance Officer Medicaid  
MMM Holdings, LLC  
P.O. Box 71114  
San Juan, PR 00936-8014

**Phone:** (787)-622-3000, Ext. 2233

**Mobile:** (787)-918-7332

**E-Mail:** [liza.rivera@mmmhc.com](mailto:liza.rivera@mmmhc.com)

**Online, via the Ethics Point webpage:**

[www.psg.ethicspoint.com](http://www.psg.ethicspoint.com)

**Ethics Point Hotline:** 1-844-256-3953

**Refer by E-Mail:** [VitalSIU@mmmhc.com](mailto:VitalSIU@mmmhc.com)

## Medicare Advantage Compliance Department

Myra Plumey, Chief Compliance Officer  
MMM Holdings, LLC  
P.O. Box P.O. Box 71114  
San Juan, PR 00936-8014

**Phone:** (787)-622-3000, Ext. 2061

**Mobile:** (787)-379-3327

**E-Mail:** [myra.plumey@mmmhc.com](mailto:myra.plumey@mmmhc.com)

**Online, via the Ethics Point webpage:**

[www.innovacarehealth.ethicspoint.com](http://www.innovacarehealth.ethicspoint.com)

**Ethics Point Hotline:** 1-877-307-1211

**Refer by E-Mail:** [SIU@mmmhc.com](mailto:SIU@mmmhc.com)



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