

2025 SUPPLEMENTAL INFORMATION

March 13, 2025

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 TNPR directly, the State or Federal Government, or to the affected Health Plan(s).
- The methods for reporting to TNPR, 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.

TNPR 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@healthnetworkone.com

Humana Contact Information

Special Investigations Referral Department: (800)-614-4126 (Toll-Free)

Ethics Help Line:

(877)-5-THE-KEY (Toll-Free)

(877)-584-3539

www.ethicshelpline.com

You can mail your report to:

Humana

Special Investigative Unit (SIU)

1100 Employers Blvd

Green Bay, WI 54344

You can fax your report to:

Attention: Humana SIU

(920)-339-3673

E-Mail: SIUReferrals@Humana.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

E-Mail: 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

MMM Contacts

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

Medicaid Compliance Department

MMM Holdings, LLC

P.O. Box 71114

San Juan, PR 00936-8014

Online, via the Ethics Point webpage:

www.psg.ethicspoint.com

Ethics Point Hotline: 1-844-256-3953

Refer by E-Mail: VitalSIU@mmmhc.com

Medicare Advantage Compliance Department

MMM Holdings, LLC

P.O. Box P.O. Box 71114

San Juan, PR 00936-8014

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

Online, via the Ethics Point webpage:

www.innovacarehealth.ethicspoint.com

Ethics Point Hotline: 1-877-307-1211

Refer by E-Mail: SIU@mmmhc.com

Triple S Advantage (TSA) Contact Information

Ethics Point: (787)-277-6633 (Toll-Free) www.ethicspoint.com

TSA Compliance Officer: Jenny D Cárdenas

E-Mail: JennyCar@sssadvantage.com

Phone: (787)-620-1919 Ext. 4183

TSA Compliance E-Mail: tsacompliance@ssspr.com

