

Fraud, Waste and Abuse

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Texas Medicaid Provider

To be eligible for Texas Medicaid reimbursement, a Provider must be approved by the Texas Health and Human Services Commission and enrolled with Texas Medicaid & Healthcare Partnership (TMHP).

- Providers can use the online Provider Enrollment and Management System (PEMS) tool to enroll electronically through the TMHP website at [tmhp.com](https://www.tmhp.com)

Benefits, Limitations and Exclusions

Providers should verify benefits, limitations and exclusions located in the Texas Medicaid Provider Procedures Manual at tmhp.com prior to rendering services. Always refer to the most recent publication.

In addition, prior to submitting services for reimbursement Providers should refer to the most recent publications of the:

- Cook Children's Health Plan Provider Manuals located on cookchp.org
- Electronic Data Interchange Requirements located on tmhp.com and cookchp.org
- CPT, ICD-10, HCPCS coding books
- Diagnostic and Statistical Manual of Mental Disorders (DSM)
- Medicaid National Correct Coding edits located on CMS.gov and Medicaid.gov

Provider Support Services

888-243-3312

A representative is available Monday – Friday, 8am-5pm, excluding state holidays.

Our Promise

Knowing that every child's life is sacred, it is the promise of Cook Children's to improve the health of every child through the prevention and treatment of illness, disease and injury.

What is Fraud, Waste and Abuse?

Fraud

- Fraud is an **intentional** deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person
 - It includes any act that constitutes fraud under federal or State law

Waste

- Waste includes any practice that a reasonably prudent person would deem **careless** or that would allow **inefficient** use of resources, items, or services

What is Fraud, Waste and Abuse?

Abuse

- Abuse means Provider practices that are **inconsistent with sound fiscal, business, or medical practices** and result in an **unnecessary cost** to Medicaid or CHIP program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care
 - It also includes client practices that result in unnecessary cost to Medicaid or CHIP Program

Reporting Fraud, Waste and Abuse

The Texas Health and Human Services Commission [Inspector General](#) (IG) is responsible for investigating Medicaid fraud, waste and abuse in Texas Health and Human Services programs.

To report suspected Medicaid fraud, waste or abuse, please contact the IG Integrity Line at 800-436-6184 or visit their website, [Inspector General Texas Health and Human Services](#).

You may also report fraud, waste or abuse directly to Cook Children's Health Plan.

- Log in to the [Secure Provider Portal](#)
 - Submit a Customer Service Request
 - Topic: Report Fraud, Waste or Abuse

Fraud, Waste and Abuse Examples

Examples of Fraud, Waste or Abuse:

- Getting paid for services not rendered or necessary
- Letting someone else use their Medicaid or CHIP ID
- Not telling the truth about a medical condition to get treatment
- Not telling the truth about resources he or she has to get benefits

Resources

Resources

Cook Children's Health Plan Website

<https://www.cookchp.org/>

Cook Children's Health Plan Provider Relations

<https://www.cookchp.org/providers/provider-relations/>

Cook Children's Health Plan Secure Provider Portal

https://epiccarelink.cookchp.org/LinkHealthPlan/common/epic_login.asp

Cook Children's Health Plan Provider Manuals and Forms

<https://www.cookchp.org/providers/provider-manual-and-forms/>

Cook Children's Health Plan Provider News

<https://cookchp.org/providers/Pages/provider-news.aspx>

Resources

Texas Health and Human Services – Inspector General

<https://oig.hhs.texas.gov/>

Texas Medicaid & Healthcare Partnership

<https://www.tmhp.com/>

Texas Medicaid & Healthcare Partnership - Medicaid Provider Enrollment

<http://www.tmhp.com/Pages/default.aspx>