



Help us in our fight against fraud & abuse

We are committed to our members, providers and customers to be vigilant against suspected fraud. Although we believe that only a small percentage of people engage in fraudulent activities, the damage they do far exceeds their numbers. If ignored, fraud inflates the cost of healthcare and can undermine access to affordable healthcare coverage.

What is fraud?

Fraud is a crime of intentional deception or misrepresentation in which an individual or entity deceives an insurance company, usually to gain reimbursement or insurance benefits. Fraud can take place in many ways and may be committed by any party to healthcare delivery.

You can make a difference.

You can help us in our fight against fraud by being able to recognize signs of fraud and knowing how to report your suspicions. Provider’s can review claim forms prior to submission and subscribers/members can review the Explanation of Benefits (EOB’s) (sent to members only if there is a patient co-payment responsibility) to ensure information is accurate and truthful.

Information to review:

- Name and address of the providers office
- Date(s) of service
- Type and number of the procedure(s) provided
- Fees charged and the amount of co-payment that was collected.

Fraud leaves traces and recognizing those traces requires the efforts of all of us.

Examples of fraudulent practices:

- Billing for services not provided
- Billing for more expensive procedure(s) than actually performed
- Changing the date of service to gain payment
- Waiving patients copayment and/or deductible
- Subscriber/members or provider offices that conceal other insurance coverage
- Individuals who use someone else’s identification card
- Billing for a covered service when a non covered service was performed
- Performing services that are not suitable or necessary

To report suspected fraud, please use one of the following options:

Call our Fraud Hotline at: 1.800.237.9139

Write to: Utilization Review Department
DentaQuest/Doral
12121 North Corporate Parkway
Mequon, WI 53092

Or send a fax to: 262-241-7366
