

Agent Questions Concerning the Fraud Waste and Abuse Requirement

In January, you received an email communication about how the Fraud Waste and Abuse course located on the Centers for Medicare and Medicaid Services (CMS) website had been reorganized and that Compliance was providing updated instructions for future use. Since that communication went out, Compliance has received a variety of questions concerning this communication and we would like to address four of the most common questions that were received.

How do I attest that I have completed the AHIP or CMS Fraud Waste and Abuse training?

During your annual certifications with UnitedHealthcare, when you complete the Pledge of Compliance each year, one of the conditions to which you are attesting is that you have completed one of the approved Fraud Waste and Abuse trainings.

Should I provide evidence that I have completed the AHIP or CMS Fraud Waste and Abuse training?

No. You are expected to keep evidence of the Fraud Waste and Abuse course completion so that you can provide that evidence if requested. Compliance recommends that you either print out the certificate of completion or save it on your computer. Be sure that the certificate of completion includes your name and the date that you completed the course.

Do the AHIP courses count towards my Fraud Waste and Abuse training?

Yes, if you have completed your AHIP courses, in addition to the required UnitedHealthcare courses, you do not need to take the CMS Fraud Waste and Abuse training. You can also take an approved Fraud Waste and Abuse course through another carrier.

When or how often am I required complete Fraud Waste and Abuse training?

Fraud Waste and Abuse training must be completed each year by all UnitedHealthcare employees and contracted entities (including agents and those who work for them). Typically Fraud Waste and Abuse training must be completed when an agent first onboards and again each year when certifications are completed for the next selling season.

Contact

For additional compliance resources, [click here](#).

Ask

For questions about this article, or other compliance questions, please email compliance_questions@uhc.com.

Report

To report illegal or unethical conduct, including violations of law, contractual obligations and company policies (including the Principles of Ethics and Integrity); privacy issues; or suspected fraud, waste and abuse, please call 1-800-455-4521.

Contact

Provide an email address and/or phone number for readers to contact if they have questions or need additional information (email is preferred). Important: if the Producer Help Desk (PHD) is the contact, make sure they are aware that they may receive questions regarding communication topic.