

# Fraud, Waste, and Abuse

Preventing, detecting, and reporting fraud, waste, and abuse (FWA) is the shared responsibility of everyone involved in providing health care and coverage. Below, please find Kaiser Permanente's expectations for delivering excellent care and service to patients while minimizing risks to yourself and Kaiser Permanente.

Compliance expectations and measures include:

- Provide only medically necessary services.
- Accurately and completely document in the patient medical records. A claim for services must be supported by the documentation in medical records.
- Do not falsify or misrepresent information.
- Know and abide by all applicable laws and regulations.
- Address FWA in your practice with appropriate internal policies and procedures.
- Protect all patient and business information from inappropriate or unauthorized use or disclosure.
- Retain adequate records of employee training for 10 years.
- Accurately complete coding and billing.

For example:

- Do not up-code.
- Do not unbundle services.
- Do not bill for services not rendered.
- Do not submit duplicate billing.
- Watch for suspicious activity and red flags.
- Do not retaliate against your own employees who report FWA concerns in good faith.

It is important to report FWA concerns in a timely manner. The KP Compliance Hotline is a convenient and anonymous way to report suspected wrongdoing without fear of retaliation.

The KP Compliance Hotline is available 24 hours a day,  
7 days a week, at 1-888-774-9100.

Appropriate action is taken to investigate all allegations of noncompliance.