



# REPORT FRAUD, WASTE, AND ABUSE TO THE CBH COMPLIANCE HOTLINE

## FRAUD

an intentional deception or misrepresentation that is made by an individual who knows it to be false and who receives an unauthorized benefit from the action

## WASTE

an overutilization of services or other practices that results in unnecessary costs

## ABUSE

payment for those items or services, where no legal entitlement exists and for which the healthcare provider has not knowingly or intentionally misrepresented the facts to receive payment

If you suspect any type of fraud, waste, or abuse by a CBH member, employee, or a behavioral health care provider, call or email the **CBH Compliance Hotline** to make a *confidential* report.

 **800.229.3050**

 **[cbh.compliancehotline@phila.gov](mailto:cbh.compliancehotline@phila.gov)**

- ▶ **Speak directly with Program Integrity staff**  
Monday through Friday  
9 a.m. to 11 a.m.  
2 p.m. to 4 p.m.
- ▶ **Leave a message on confidential voicemail**  
24 hours a day, 7 days a week
- ▶ **Send a confidential email**  
Program Integrity staff will respond within  
48 business hours