



Fraud and Abuse Prevention Advisory

oig.hhsc.texas.gov

OIG Fraud Hotline: 800-436-6184

Dental Services

Most dentists follow the rules. Some dentists hire people called marketers to get you or your children to visit a dentist even if you do not need to see one.

The scheme and how it works

A marketer will offer each person with Medicaid benefits cash or a gift card to see the dentist that hired them. Typically, you have no contact with the dentist's office until the day of the appointment. The marketer schedules the appointment for you and tells you where to go.

Marketers may find you at shopping centers, daycare facilities, at your home or through social media. Social media posts are made asking you to send them a message to hear how you can receive a gift card. Even if you don't have Medicaid benefits yourself, marketers may offer you a gift card for your children or for referring others who have Medicaid dental benefits.

Who is the target?

If you receive Medicaid dental benefits, are a legal guardian of a child with Medicaid benefits or know someone who has Medicaid dental benefits then you may be a target. Marketers are more likely to approach you during the holidays or at the end of summer before the new school year starts.

What you can do

- Be suspicious of anyone you don't know who contacts you through social media to make a dentist appointment. Your regular dentist knows how to contact you and most likely would not contact you this way.
- If you are offered a gift more of than \$10, remember this is against the Medicaid rules and you should not accept it.
- Do not provide any personal information including your or your children's Medicaid identification numbers to anyone you don't know.
- Choose a dentist who you will see regularly and is aware of your dental history and provides quality dental work.

OIG Actions

Breaking Medicaid laws and rules can lead to:

- An investigation of the dentist.
- The dentist paying back money because no services were provided.
- The dentist paying fines of up to \$10,000 for each time they break a rule.
- You losing your Medicaid benefits.

To report any of the types of problems reference above or other issues, please call 1-800-436-6184 or visit <https://oig.hhsc.texas.gov> to report it. Please try to provide as much information as you can, like names of persons involved, address, phone number, and details of what happened.

Report fraud, waste, or abuse by phone 800-436-6184 or online oig.hhsc.texas.gov/report-fraud
