



STAFF TRAINING · ARTICLE 1.8(4)(S)

Speak Up

Reporting Fraud, Waste, Abuse & Mismanagement

Required for all CVN4 Community Living staff under DHHS Contract 91172

About 20 minutes

Within 30 days of hire

WHY IT MATTERS

Honest records protect everyone



The requirement

Our DHHS contract requires every staff member to learn how to report suspected fraud, waste, abuse and mismanagement to the Utah OIG.



The reason

Every Medicaid dollar pays for a Person's supports. Honest billing protects the people we serve, our coworkers and CVN4.

Deadline: within 30 days of hire, or before working alone with a Person



KNOW THE FOUR

What you must report

Fraud

Knowingly lying or hiding facts to get paid, like billing for services that never happened.

Waste

Careless or needless spending of Medicaid or public funds, property or staff time.

Abuse of the program

Practices that add unnecessary cost to Medicaid, like billing for undocumented services.

Mismanagement

Management actions or failures that seriously harm how services or funds are handled.

SPOT IT ON THE JOB

Red flags in our daily work

Area	What it can look like
Time and EVV	Clocking in while not with the Person
Service notes	Notes for shifts not worked, copied or back-dated
Billing	More units than delivered, or outside the 1056
A Person's money	Using a Person's funds for anyone else
Qualifications	Untrained staff working alone; faked records
Kickbacks	Gifts or payments in exchange for referrals



MAKE THE REPORT

How to report to the Utah OIG

CALL THE FRAUD HOTLINE

1-855-403-7283

REPORT ONLINE

oig.utah.gov/report-fraud



You may stay anonymous; your name is optional.



You may also tell CVN4 leadership, but you never need permission to call the OIG.



A DIFFERENT REPORT

If a Person is being harmed

Abuse, neglect or exploitation of a Person goes to protective services, not the OIG. Act in this order:

STEP 1

Danger now?

Call 911

STEP 2

**Adult Protective
Services**

1-800-371-7897

and the police

STEP 3

Tell CVN4

So an incident report is entered in
UPI within 24 hours



NO RETALIATION

You're protected when you speak up

Protection	What it means for you
CVN4 policy	No firing, demotion or threats for a good-faith report
Federal False Claims Act	Protects staff who act to stop Medicaid fraud
Utah False Claims Act	Makes false Medicaid claims illegal (§ 26B-3-1101)
Utah Public Employees Act	Protects government workers who report (§ 67-21)

Good faith = you honestly believe what you report. Knowingly false reports are not protected.

REPORT THE RIGHT WAY

Do's and don'ts when reporting



Do

- Write down facts: who, what, when, where
- Report promptly
- Keep the Person's information private (HIPAA)
- Cooperate with any investigation



Don't

- Investigate or collect evidence yourself
- Confront the person involved
- Remove or change records
- Retaliate against anyone who reports

CHECK YOURSELF

A coworker asks you to clock them in on EVV because they're "running 30 minutes late — it's no big deal." What do you do?



Say no. Clocking in for someone creates a false Medicaid record. If it continues, report it to CVN4 leadership or the OIG hotline, 1-855-403-7283.

LAST STEP

Finish your training

- 1 Take the 10-question quiz (8 of 10 to pass)
- 2 Sign and date your completion record
- 3 Give it to the HR/Training Coordinator for your file

Questions? Ask the Owner/Program Director, 801-404-3389.





Training Completion Record

Speak Up: Reporting Fraud, Waste, Abuse & Mismanagement

DHHS Contract 91172 · Scope of Work Article 1.8(4)(S) · Documentation per Article 1.8(3)

01 Training details

Item	Detail
Course	Speak Up: Reporting Fraud, Waste, Abuse & Mismanagement
Provider	CVN4 Community Living LLC, 1474 S 760 W, Provo, UT 84601
Requirement met	DHHS91172 Scope of Work, Article 1.8(4)(S): reporting suspected fraud, waste, abuse and mismanagement to the Utah OIG
Deadline	Within 30 days of hire, or before working alone with a Person
Trainer	Chinedu Bishop Ihenkoro, Owner / Program Director
Materials	CVN4 training slide deck (10 slides, narrated); video: Utah Protection of Public Employees Act
Passing score	8 of 10 quiz questions correct · About 20 minutes

02 Staff information

Staff name	_____	Position	_____
Hire date	_____	Date completed	_____
Delivery	☐ In person ☐ Recorded video ☐ Self-paced slides		



03 Knowledge check

Circle one answer for each question. You need **8 of 10** correct to pass. Review the slides and retake any missed items.

1

Under our DHHS contract, when must you complete this training?

- A. Within 1 year of hire
- B. Within 30 days of hire, or before working alone with a Person
- C. Only if you handle billing

2

Which agency receives reports of suspected Medicaid fraud, waste, abuse and mismanagement?

- A. Utah Office of Inspector General (OIG)
- B. Utah Department of Transportation
- C. Your Support Coordinator only

3

What is the Utah OIG fraud hotline number?

- A. 911
- B. 1-800-371-7897
- C. 1-855-403-7283

4

Can you report to the OIG without giving your name?

- A. Yes, personal information is optional
- B. No, all reports must be signed
- C. Only with a supervisor's approval

5

A coworker asks you to clock them in on EVV while they are not with the Person. This is:

- A. Fine if it is under 30 minutes
- B. A false Medicaid record you should refuse and report if it continues
- C. Only a scheduling issue

6

Which is an example of Medicaid fraud?

- A. Writing a service note for a shift that was never worked
- B. Asking a supervisor a billing question
- C. Taking a scheduled lunch break

7

If a Person is being abused or neglected and is in danger right now, what do you do first?

- A. Email the OIG
- B. Call 911
- C. Wait for your next shift



8

What number reaches Adult Protective Services?

- A. 1-800-371-7897
- B. 1-855-403-7283
- C. 988

9

Which action should you avoid when you suspect fraud?

- A. Writing down who, what, when and where
- B. Reporting promptly
- C. Confronting the person or changing records yourself

10

What does reporting in “good faith” mean?

- A. You have complete proof
- B. You honestly believe what you report is true
- C. A supervisor agreed with you first

Score: _____ / 10 Passed: ☐ Yes ☐ No, retake completed on _____

04 Staff acknowledgment

By signing, I confirm that I:

- ☐ Watched the video and reviewed the CVN4 training slides on reporting fraud, waste, abuse and mismanagement
- ☐ Know how to report to the Utah OIG: hotline **1-855-403-7283** or oig.utah.gov/report-fraud, anonymously if I choose
- ☐ Know that abuse, neglect or exploitation of a Person is reported to **911** (danger now), **Adult Protective Services at 1-800-371-7897** and the police, and to CVN4 for a UPI incident report within 24 hours
- ☐ Understand CVN4 prohibits retaliation against anyone who reports in good faith, and that knowingly false reports are not protected
- ☐ Had the chance to ask questions, and my questions were answered

Staff signature

Staff signature

Date

Printed name



05 Trainer verification

I verify that the staff member named above completed this training and passed the knowledge check.

Trainer

Trainer signature — Chinedu Bishop Ihenkoro, Owner / Program Director

Date

Filed in staff record (SOW 1.9)

HR / Training Coordinator

Date filed