



hawk-i™ Dental

Fraud, Abuse & Waste

Fraud, Abuse and Waste hurts everyone! These terms mean:

Fraud: Knowingly submitting false claims in order to receive payment.

Abuse: Taking advantages of loopholes in the law to increase payments.

Waste: Making excessive payments due to poor training and education.

Some examples are:

- A dentist getting paid for *hawk-i* services that were not provided or necessary
- A member not telling the truth about a dental condition to get treatment
- A member letting someone else use a *hawk-i* ID
- A non-member using someone else's *hawk-i* ID

Do you want to report *hawk-i* dental Fraud, Abuse or Waste?

You can report directly to Delta Dental of Iowa at the following contact information:

Delta Dental of Iowa
Attention: *hawk-i* Program
9000 Northpark Drive
Johnston, IA 50131
(800) 544-0718

Gather as much information as possible

When reporting a provider (dentist) include:

- Name, address and phone number of provider
- Name and address of the dental clinic
- Names and phone numbers of other witnesses who can help in the investigation
- Dates of events
- Summary of what happened

When reporting about someone who gets benefits, include:

- The person's name
- The person's date of birth, Social Security Number, or case number (if you have it)
- The city where the person lives
- Specific details about the waste, abuse or fraud