

**2023 Blue Cross and Blue Shield Service Benefit Plan - Standard and Basic Option  
Introduction/Plain Language/Advisory  
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- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:
    - Call the provider and ask for an explanation. There may be an error.
    - If the provider does not resolve the matter, call the FEP Fraud Hotline at 800-FEP-8440 (800-337-8440) and explain the situation.
    - If we do not resolve the issue:
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**CALL THE HEALTHCARE FRAUD HOTLINE**

**877-499-7295**

**OR go to [www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form](http://www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form)**

The online form is the desired method of reporting fraud in order to ensure accuracy, and a quick response time.

You can also write to:

**United States Office of Personnel Management  
Office of the Inspector General Fraud Hotline  
1900 E Street NW Room 6400  
Washington, DC 20415-1100**

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- Do not maintain as a family member on your policy:
    - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise)
    - Your child age 26 or over (unless they were disabled and incapable of self-support prior to age 26)
  - A carrier may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.
  - If you have any questions about the eligibility of a dependent, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the
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National Finance Center if you are enrolled under Temporary Continuation of Coverage (TCC).

- Fraud or intentional misrepresentation of material fact is prohibited under the Plan. You can be prosecuted for fraud and your agency may take action against you. Examples of fraud include falsifying a claim to obtain FEHB benefits, trying to or obtaining service or coverage for yourself or for someone who is not eligible for coverage, or enrolling in the Plan when you are no longer eligible.
  - If your enrollment continues after you are no longer eligible for coverage (i.e., you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed by your provider for services received. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.
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### **Discrimination is Against the Law**

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The Blue Cross and Blue Shield Service Benefit Plan complies with all applicable Federal civil rights laws, including Title VII of the Civil Rights Act of 1964.

We:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
    - Qualified sign language interpreters
    - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Provide free language services to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information written in other languages
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