

Christian Servants Home Care

Annual Training 2026 - Medical Assistance (MA) Compliance

Medical Assistance Compliance:

Every year, billions of dollars are improperly spend due to fraud, waste and abuse.

The goal of MA compliance is to ensure services are:

- Provided to eligible members
- Medically necessary and properly authorized
- Accurately documented
- Correctly billed
- Delivered according to applicable MA program rules

Employee Responsibilities Include:

- Document services accurately and promptly
- Follow authorization and service-plan requirements
- Protect client information
- Report suspected fraud, waste, abuse or other compliance concerns

Medical Assistance Compliance Continued:

Examples of Fraud, Waste and Abuse:

- Billing for services that were not provided and or billing for more time or units than were actually delivered
- Clocking in outside of the approved service location
- Not notifying a manager of timekeeping errors
- Misrepresenting a member's condition or services
- Using another employee's credentials for timekeeping applications

Medical Assistance Compliance Continued:

Christian Servants Home Care uses MA compliant timekeeping systems. These systems include smartphone applications which require GPS location tracking that aligns with state and federal regulations.

In the event of timekeeping system failure, caregivers may be required to complete paper documentation of shift dates and times. This documentation may be shared with CSHC management and state agencies.

Timekeeping fraud is grounds for termination and subject to punishment by law.