



PROVIDER OF HOME HEALTH CARE SERVICES  
SENTENCED FOR MEDICAID FRAUD

Case Background

If you suspect that Medicaid fraud or elder abuse and neglect has occurred in a Medicaid facility or has been committed by someone working for a Medicaid provider, immediately contact Adult Protective Services and your local police department. Then, report the incident to the Medicaid Fraud Control Unit (MFCU) of the Office of the Virginia Attorney General at

1-800-371-0824 or  
1-804-371-0779

Janice W. Holland owned and operated A Caring Hand Home Health Care Services Inc., a business located in Suffolk, that was authorized to provide respite care to Medicaid recipients. Respite care is designed to provide temporary, substitute care for a Medicaid recipient that is normally provided by the family or another unpaid primary caregiver of the recipient. These services are provided on a short-term basis because of the emergency absence or need for routine or periodic relief of the primary caregiver.

Between January 2008 and October 2011, Holland filed approximately 940 false and fraudulent claims with the Virginia Medicaid program, representing that respite care had been provided by her company to 30 Medicaid recipients, when in fact no such care had been provided. She filed these claims using, without authority, the recipients’ names, dates of birth and Medicaid identification numbers. As a result, Holland obtained health care benefit payments in the approximate amount of \$630,339.30, to which she was not entitled. She also altered and falsified her office records to conceal and cover up her false billings. This case was investigated by the Office of the Virginia Attorney General’s Medicaid Fraud Control Unit and the FBI and prosecuted by the Attorney General’s Office and the United States Attorney’s Office.

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Outcome

Holland pled guilty on September 18, 2012 and was sentenced by Senior United States District Judge Robert G. Doumar to 51 months in prison for health care fraud and alteration of records, and a mandatory consecutive sentence of 24 months in prison for aggravated identity theft, for a total sentence of 75 months. She was also ordered to pay restitution to the Virginia Medicaid program in the amount of \$630,339.30.



Eastern Virginia Community Outreach Coordinator Randy Davis conducted a webinar on Medicaid Fraud and Elder Abuse for United Way organizations across Virginia on March 28th.

**MFCU Adds Another Outreach Tool**

Virginia MFCU is now posting items of interest on Pinterest, a popular content sharing service that allows users to "pin" items on a virtual "pinboard." Visitors to [www.pinterest.com/VAMFCU](http://www.pinterest.com/VAMFCU) can now see recent news articles on Medicaid Fraud and Abuse, photos, videos and reports about Community Outreach. This is the latest use of social media to spread the MFCU message, joining our Facebook page and Twitter account.



**Senior Virginia Deserve Quality Care!**

**Elder Abuse and Neglect Squad**

800-371-0824

Created in 2008 as part of the Medicaid Fraud Control Unit, Attorney General Ken Cuccinelli's Elder Abuse & Neglect Squad investigates and prosecutes cases of patient abuse and neglect whenever Medicaid covers an ongoing care. The Squad's goal is to make sure Virginia's Medicaid patients get the highest quality of care possible in their own homes, a nursing home or assisted living facility.

- Abuse, neglect, coercion, isolation, care
- Financial, disfigurement, organ
- Restraint, tied to bed or chair
- Mistake of others
- Unnecessary or unsafe housing
- Inappropriate or inadequate clothing
- Malnutrition
- Lack of needed supervision
- Unneeded medical condition
- Lack of needed glasses, hearing and/or medication

Office of the Attorney General  
 Department of Elder Abuse & Neglect Squad  
 900 East Main Street  
 Richmond, VA 23219

MFCU: mail@vafraudcontrol.com  
 ag.virginia.gov  
 Facebook.com/VAMFCU

**Order Materials for Your Community**

Contact us at: [MFCU\\_mail@oag.state.va.us](mailto:MFCU_mail@oag.state.va.us) or by telephone, 1-800-371-0824, to order brochures, tip cards for first responders, elder abuse and neglect flyers.

**VIRGINIA ATTORNEY GENERAL'S OFFICE**

**The Commonwealth From Corner to Corner**

The Virginia MFCU's Community Outreach Coordinators will soon be coming to a church, club or civic group near you! Here's a partial schedule of the upcoming presentations on Medicaid Fraud and Elder Abuse & Neglect:

**June 4 Dinwiddie County TRIAD Meeting**

2:00 p.m., Eastside Enhancement Center, 7301 Boydton Plan Road, Petersburg, VA

**June 12 Roanoke Kiwanis Meeting**

12:00 p.m., 617 S. Jefferson Street, Roanoke, VA

**June 18 Christiansburg TRIAD Meeting**

1:30 p.m., Christiansburg Recreation Center  
 1600 N. Franklin Street, Christiansburg, VA

**June 20 Chesterfield County TRIAD Meeting, 9:00 a.m.,**

Police Support Services  
 2730 Hicks Road  
 Chesterfield, VA  
 Colonial Heights, VA

**July 11 State S.A.L.T. Council Meeting, 10:00 a.m.,**

Richmond Better Business Bureau,  
 720 Moorefield Park Drive,  
 Suite 300, Richmond, VA



**Virginia Attorney General Kenneth T. Cuccinelli, II**

*The men and women of the Unit risk their lives to protect the Virginia Medicaid Program by convicting criminals who commit fraud against the program. They have also found a way to make criminals pay for the state share of their budget. I think the Medicaid Fraud Control Unit is one of the greatest success stories of the Commonwealth.*



**Medicaid Fraud & Related Issues Discussed at East Rockingham Senior Center.** James B. (Mickey) Mixon Jr., Analyst/Community Outreach Coordinator/Medicaid Fraud Control Unit, Office of the Attorney General, spoke to 19 East Rockingham Senior Center members and one guest on April 22. During Mr. Mixon's talk, he offered Powerpoint slides to support the information he shared. He provided an overview of Medicaid Fraud Prevention, and talked about the differences between Medicare and Medicaid. Several ERSC members were very complimentary of Mr. Mixon's presentation and said they were very enlightened with the facts that he shared.

# What if you suspect fraud by a Medicaid Recipient?

## What can you do if you suspect fraud by a Medicaid recipient?

Please contact the Department of Medical Assistance Services (DMAS).

Recipient fraud may include:

- the deliberate failure to report income or to disclose resources
- unreported change in household member composition
- uncompensated asset transfer
- Medicaid card sharing, prescription fraud and drug diversion

Non-fraud examples are:

- eligibility errors due to recipient misunderstanding
- agency errors
- when Medicaid-covered services continue during the appeal process and the agency's cancellation action is upheld

When the investigation confirms that an individual received Medicaid services fraudulently, the claims paid on the recipient's behalf are determined and the overpayment amount is identified. Recipient fraud cases may be prosecuted by the local Commonwealth's Attorney's Office or in Federal court when joint investigations are involved.

*The MFCU is statutorily prohibited from investigating Medicaid recipient fraud.*

To report recipient fraud, contact DMAS:

**By telephone:**  
1-866-486-1971 or  
804-786-1066

**By mail:**  
Department of Medical Assistance Services  
Recipient Audit Unit  
600 East Broad Street  
Suite 1300  
Richmond, Virginia 23219



[www.twitter.com/VaMFCU](http://www.twitter.com/VaMFCU)



## *“Like” Our Facebook Page and Follow Us On Twitter*

Check out the new Virginia Medicaid Fraud Control Unit's Facebook page today at [www.facebook.com/VAMFCU](http://www.facebook.com/VAMFCU) to keep up with the latest news on Medicaid Fraud from across the Commonwealth and the nation. While there, you can also access detailed information about MFCU, including our mission, awards, and contact information. View and download photos of our recent visits to community organizations. Watch videos and check our calendar of events for upcoming presentations in your area. And, don't forget to click the "like" button if you want to join our list of friends. You may follow us on Twitter at [www.twitter.com/VaMFCU](http://www.twitter.com/VaMFCU).

**Request a presentation on Medicaid Fraud for your church, club or civic group: Contact Randy Davis (Eastern Virginia) at 804-786-7750 or Mickey Mixon (Western Virginia) at 540-562-3571 today.**



**OFFICE OF THE ATTORNEY GENERAL OF  
VIRGINIA**

**Medicaid Fraud Control Unit  
Elder Abuse and Neglect Squad**



**We are on the web:  
[www.ag.virginia.gov](http://www.ag.virginia.gov)**

**900 East Main Street  
Richmond, VA 23219**

**Phone: 1-800-371-0824**

**or 1-804-371-0779**

**Fax: 1-804-786-3509**

**E-mail:**

**[MFCU\\_mail@oag.state.va.us](mailto:MFCU_mail@oag.state.va.us)**

**Also, find us at <http://tinyurl.com/VAMFCU>**

**For more information, additional copies, or to be placed on our distribution list to receive quarterly copies of this newsletter, please contact:**

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