



## Van G. Miller & Associates

Real Programs. Real Service. Real Value.

Dear HME provider:

As you know, we as an industry have been under continual attack in Washington D.C. for the past 20 years largely because of the criminal acts of a few “bad apples” in our industry. We have been trying to root out this corruption all along. Now, with the elections behind us, it is time to redouble our efforts to stop this scourge. We not only want to end any waste of Medicare dollars, we also want all elected officials to know that the vast majority of the industry is honest and cares enough to be an active part of rooting out any fraud. Therefore VGM is announcing a new program specifically designed to deal with this issue. Today I am asking that you do your part to help.

It does no good for us to simply complain to each other about the fraud we see happen in our competitive areas of the country. We must report that fraud and insist that it be dealt with promptly. If it is not then we must let our elected officials know that we are trying and also let them know that they have to deal with their own ineffective systems if they truly want the problems solved.

Traditionally, as we see it, there have been three things that have kept reports of obvious fraud low. First is the frustration we all feel when our reports fall on deaf ears. No action is taken or if anything is done it is done way too late. Secondly, some providers fear retaliation by way of false reports on their companies. Finally, there has been some ambiguity about certain practices and uncertainty as to whether they are or are not fraudulent. We hope to deal with all of those legitimate reasons for low reporting in our new program. Here's how.

VGM will act as a central point of communication for any HME provider (VGM Member or not) who wishes to make a fraud report. We are supplying with this letter important information to assist you in generating a direct fraud report to CMS. However, we also request that you report the same information to VGM, such that we can follow up on how the report is handled.<sup>1</sup> (Of course we have no separate powers to investigate, so we will also be depending on the agencies that are both authorized and charged with investigating and punishing fraud to do their jobs. Our job will be to see that happens.) Secondly, we will be happy to help insulate any provider who wishes to remain anonymous in the fraud reporting process. We will forward the information for you without revealing any identifying information in the process. Finally, we will assist in evaluating “grey area” conduct for reporting entities to assist them in deciding what to report. VGM will also be periodically sending reminders and updates to you on this issue.

This project starts today. We want our elected officials, new friends and old friends, to know that we legitimate HME providers are a key part of the solution to the health care policy and budget problems that they will be facing when the return to session. Now is the time to do that. Thank you for your help.

As always, I remain  
Sincerely yours,

Van G. Miller  
Founder and CEO

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<sup>1</sup> Your VGM reporting contact is Jackie Woodman at [jackie.woodman@vgm.com](mailto:jackie.woodman@vgm.com) or at 800-642-6065.