

Virginia Health Benefit Exchange: Fraud, Waste, and Abuse Guidelines

May 27, 2021

The State Corporation Commission Health Benefit Exchange (Exchange) operates under the jurisdiction of the laws for the Commonwealth of Virginia (COV) as promulgated within the Code of Virginia (Code). [Code Section § 30-138](#) specifies the action to be taken by a COV agency upon the discovery of circumstances suggesting a reasonable possibility that a fraudulent transaction has occurred involving funds or property under the control of the Commonwealth. The discovery of circumstance is to be promptly reported to the COV Auditor of Public Accounts (Auditor), the State Inspector General, and the Superintendent of State Police (Superintendent). The Auditor, the State Inspector General, or the Superintendent shall review the information reported and determine the appropriate method to investigate the information. The COV agency shall cooperate in any investigation which may occur at the direction of the Auditor or the Superintendent or both as a result of information reported. The willful failure to make the report as required by Code Section § 30-138 shall constitute a Class 3 misdemeanor.

The Commonwealth's Office of State Inspector General (OSIG) operates "The State Fraud, Waste and Abuse Hotline" (Hotline) program that enables the reporting of a suspected instance of fraud, waste, and abuse anonymously and without fear of retribution. Consumers, stakeholders, citizens, and employees of the Virginia Health Benefit Exchange can report a suspected instance using one of the Hotline's reporting mechanisms:

Web form: [Complaint Form](#)

Calling: 1-800-723-1615

Email: COVHotline@osig.virginia.gov

Fax: 804-371-0165

U.S. Postal Mail: Attention: State Fraud, Waste, and Abuse Hotline
P.O. Box 1151
Richmond, VA 23218

More information on the OSIG Hotline program is available at [OSIG Hotline Program](#). A copy of these guidelines are also available at [SCC HBE](#).