

Help Stop Medical Billing Fraud for Massage Therapy

The VA Office of Inspector General (OIG) is seeking your help to stop medical billing fraud for massage therapy. Because VA provides coverage that most other insurers do not, massage therapy has become an area that bad actors have tried to exploit. The most common type of fraud the OIG sees involves billing for services you were not provided or upcharging for the type of massage you received.



- Your VA Explanation of Benefits (EOB) includes dates on which you did not attend an appointment or relates to providers you do not recognize.
- Your VA EOB lists unexplained, excessive, or similar services (such as billing for manual therapy and massage therapy when you only received a single therapeutic massage).
- Providers refuse to explain billed charges when asked.
- Therapists pressure you to accept additional services and they bill VA directly.
- You receive multiple EOBs that vary for a single date of service from the same or several providers.

Protect Yourself

- Review providers' credentials and consumer complaints through your [state's massage therapy licensing board](#).
- Note on your calendar the provider saw you, the duration of the care, and treatments received.
- Do not accept unsolicited offers to provide free services using your VA healthcare benefits.
- Carefully review your EOBs to ensure paid services match your treatment experience.
- Report it! Alert VA (1-866-842-4357) and the VA OIG (see below) if you suspect you are a victim of medical billing fraud.



- [FEDERAL TRADE COMMISSION: REPORT FRAUD](#)
- [VA FRAUD RESOURCES](#)
- [FBI HEALTHCARE FRAUD RESOURCES](#)

BE A
**VOICE FOR
VETERANS**
REPORT WRONGDOING

SUBMIT A COMPLAINT

www.vaoig.gov/hotline
800.488.8244

VA Inspector General Hotline (53H)
810 Vermont Ave, NW
Washington, DC 20420

**SCAN HERE FOR
VA OIG HOTLINE**

