

- Criminal neglect of a care-dependent person also occurs when a caregiver intentionally, knowingly, or recklessly endangers the welfare of a care-dependent person through the failure to provide treatment, care, goods, or services, even if the person is ultimately not injured as a result.

ABUSE

- Abuse of a care-dependent person occurs when a caregiver intentionally subjects or threatens to subject a care-dependent person to unwanted physical contact or other harassing activity, with the intent to harass, alarm, or annoy that person.

Submit a Referral:

- If you suspect Medicaid fraud, patient neglect, abuse, or endangerment, report it immediately to the Office of Attorney General.
 - Phone: 717-712-2020
 - Email: mfcsintake@attorneygeneral.gov
 - Online: www.attorneygeneral.gov



ELDER EXPLOITATION SECTION

The Elder Exploitation Section investigates and prosecutes individuals such as care givers, powers of attorney, guardians, custodians, trustees, personal representatives, caretakers and others caring for older adults' physical, mental and emotional well being and/or their financial needs, as well as, and scammers. In cases of financial wrong doing, the office has jurisdiction to investigate financial crimes against those over 60 years old in excess of \$20,000.

The cases investigated and prosecuted by the Section encompass a comprehensive range of crimes against older adults including taking and/or converting money, assets or property; financial exploitation scams; home improvement scams; assaults resulting in bodily injury, serious bodily injury or death; and abusive behavior resulting in harassment, injury, or emotional distress.

Submit a Referral:

- Submit an Elder Abuse Complaint to the Office of Attorney General to report suspected elder exploitation.
 - Phone: 866-623-2137
 - Email: seniors@attorneygeneral.gov (weekdays 8:30am-5pm)
 - Online: www.attorneygeneral.gov

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL
STRAWBERRY SQUARE, 16TH FLOOR
HARRISBURG, PA 17120

✉ [INFO@ATTORNEYGENERAL.GOV](mailto:info@attorneygeneral.gov)
🌐 WWW.ATTORNEYGENERAL.GOV

KNOW WHERE TO TURN: ATTORNEY GENERAL RESOURCES FOR



DAVID SUNDAY
PENNSYLVANIA ATTORNEY GENERAL



*Through **strong oversight, consumer advocacy, and enforcement efforts**, my office works every day to ensure Pennsylvanians are treated fairly, public resources are safeguarded, and vulnerable populations are protected from harm and exploitation. When issues arise, we stand ready to investigate, mediate disputes, and take appropriate legal action.*

I encourage you to review the enclosed information and reach out if you believe you or someone you know may need assistance. Your willingness to report concerns plays a critical role in helping me (or us) serve and protect our communities.

Dave Sunday
Pennsylvania Attorney General

HEALTH CARE SECTION

- ENSURES** — Consumers and patients are treated fairly and properly
- EDUCATE** — Consumers about navigating the complex healthcare industry
- MEDIATE** — Disputes between consumers and providers/insurance companies.

- Health Care Section advocates on behalf of consumers who are experiencing difficulty in dealing with healthcare organizations, including doctor's offices, pharmacies, and insurers.
- Based on those complaints, the Section mediates complaints, investigates business practices, and takes legal action on behalf of the Commonwealth.

How to File a Complaint:

If you have a problem with your health care coverage, you should:

- Call your insurance plan's customer service department. It is important to let your insurer know about the problem.
- File a formal complaint or grievance with your plan. If your phone call to the plan does not solve your problem, call the plan again and tell them that you want to file a formal complaint or a formal grievance.
- File a complaint with the Attorney General's Health Care Section as soon as possible. Early action allows us to assist you more effectively.
 - **Phone: 877-888-4877 (weekdays 8:30am-5pm)**
 - **Email: healthcare@attorneygeneral.gov**
 - **Online: www.attorneygeneral.gov**

MEDICAID FRAUD CONTROL SECTION

- The Medicaid Fraud Control Section has the authority to file criminal charges against those who defraud the Medicaid program or commit care-dependent neglect, abuse, endangerment or financial exploitation.
- The Medicaid Fraud Control Section investigates Medicaid provider fraud.
- A provider is any individual or business that supplies health care goods and services to Medicaid recipients. Providers can be medical doctors, dentists, nurses, nursing homes, pharmacies, home care aides and agencies, behavioral health specialists, and anyone else who bills Medicaid for providing health care goods and services.
- Neglect of Care-Dependent Person Team
 - Part of the Medicaid Fraud Control Section
 - A care-dependent person is anyone 18 years of age or older who has a physical or cognitive impairment for which they receive care, services, or treatment.

NEGLECT

- Criminal neglect of a care-dependent person occurs when a caregiver knowingly, intentionally, or recklessly causes injury (up to and including death) to a care-dependent person by failing to provide treatment, care, goods, or services that are necessary to maintain the health or safety of that person.