

Department of Health and Human Services  
Office of Inspector General

**IT IS UNLAWFUL TO ROUTINELY WAIVE CO-PAYMENTS,  
DEDUCTIBLES, COINSURANCES OR OTHER PATIENT  
RESPONSIBILITY PAYMENTS.**

This includes services deemed as "professional courtesy" and "TWIPS-Take what insurance pays". Absent financial hardship, a "good faith effort" must be made to collect all deductibles and co-payments due and owed.

Failure to comply makes you in violation of the

- (1) **Federal False Claims Act**
- (2) **Federal Anti-Kickback Statute**
- (3) **Federal and State Insurance Fraud Laws**

and may result in civil money penalties (CMP) in accordance with the new provision section 1128 A(a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPAA].

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