

# WELCOME!

## Avesis

*A National Vision and Dental Company*

# Agenda/Topics To Be Covered

- History of Avesis
- Company Mission Statement & Core Values
- Who's Who at Avesis
- Company Policies & Benefits
- Required Paperwork
- Summary

# History of Avesis

- Founded in 1978 as NVS (National Vision Services)

- Mission Statement:

- Building long term partnerships to deliver valued, innovative healthcare solutions...one member at a time.

- Core Values:

Integrity

Empowerment

Respect

Intellectual Honesty

Excellence

Diversity

Open Communication

Trust

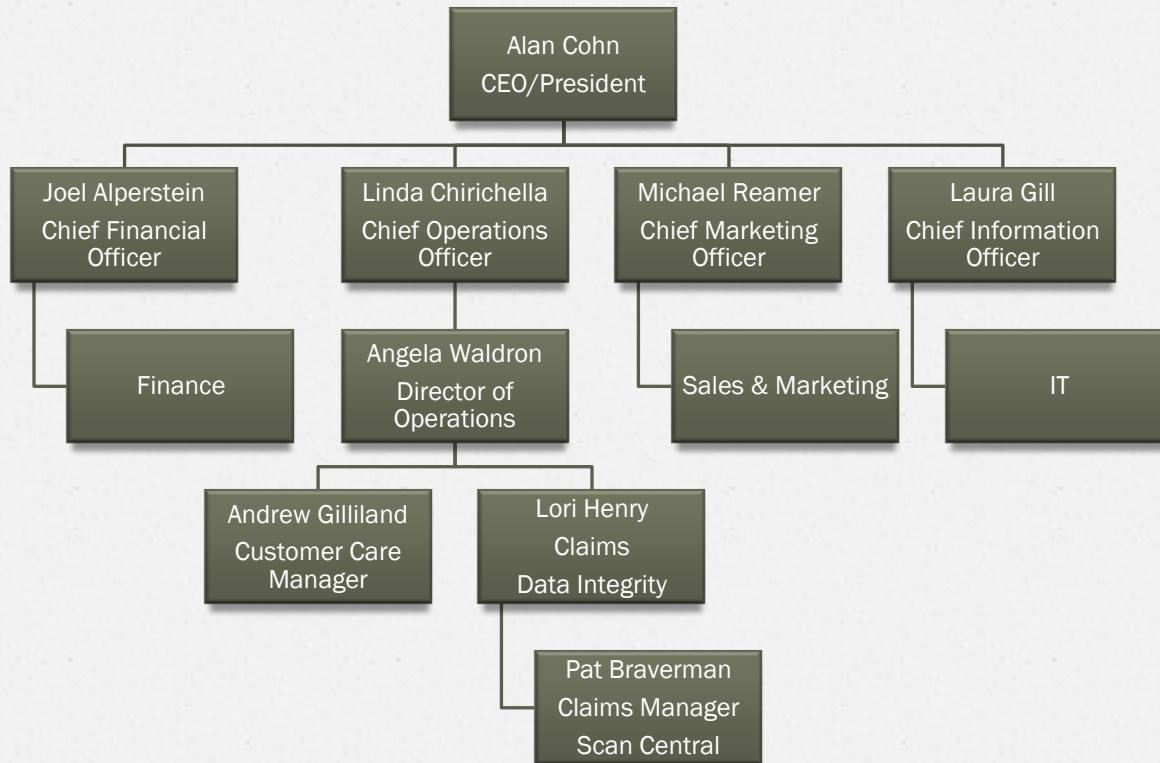
Sustainability

Third Party Administrators for Vision, Dental & Hearing

Government and Commercial Programs

Clients and Providers

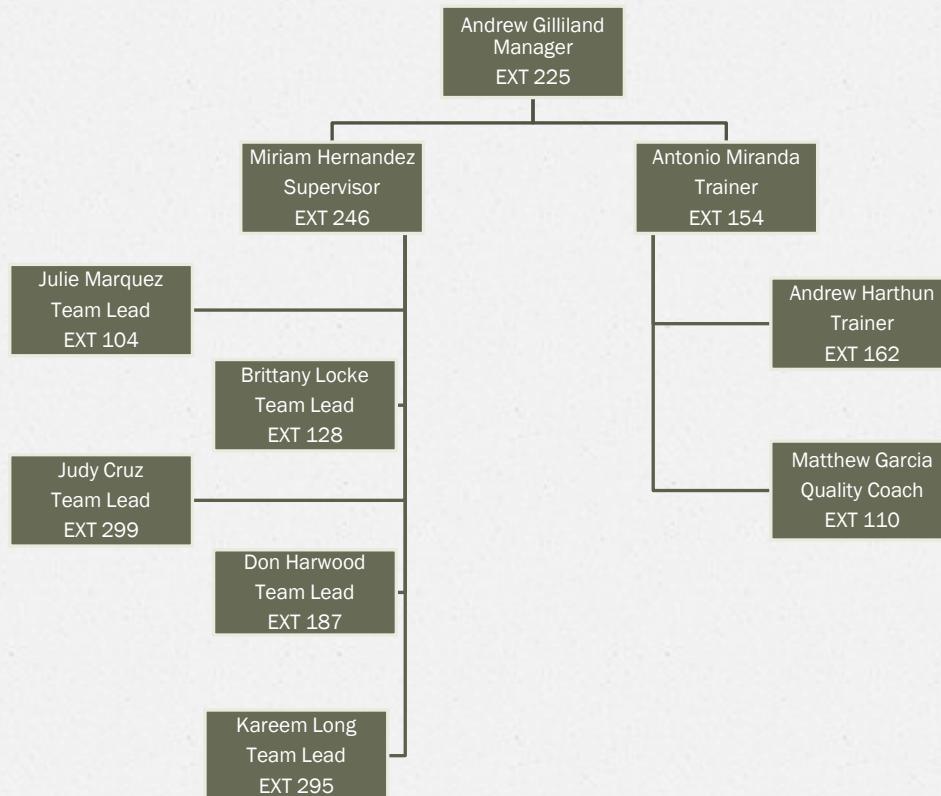
# Who's Who at Avesis



# Finance Points of Contact



# Customer Care Points of Contact



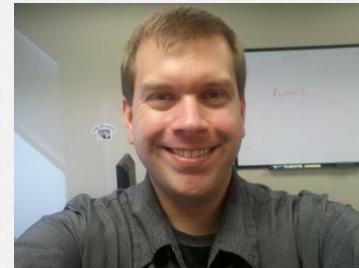
# Customer Care



- Andrew Gilliland
- Manager



- Antonio Miranda
- Trainer



- Andrew Harthun
- Trainer



- Matthew Garcia
- Quality Coach



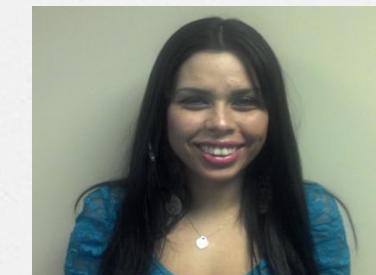
- Miriam Ramirez
- Supervisor



- Julie Marquez
- Team Lead



- Brittany Locke
- Team Lead



- Judy Cruz
- Team Lead



- Kareem Long
- Team Lead



- Don Harwood
- Team Lead

# Enrollment Points of Contact

Celeste Kjesbo  
Supervisor

Enrollment  
Specialists

# Claims Points of Contact

Pat Braverman  
Claims Manager

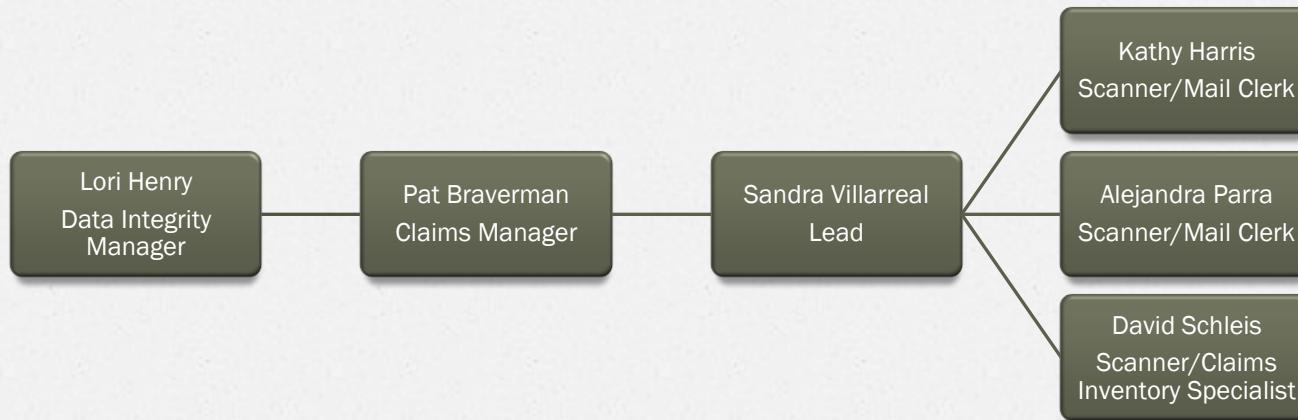
Claim  
Specialists

Claims  
Analyst/Data  
Entry

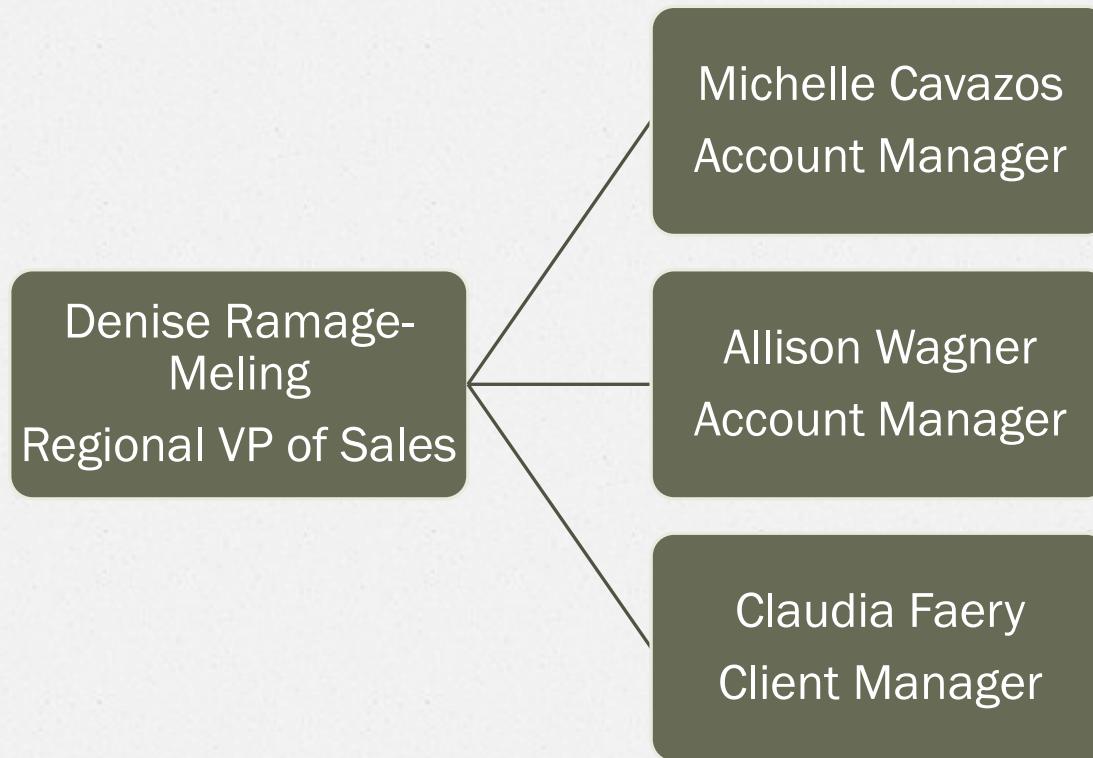
# Data Integrity Points of Contact



# Scan Central Points of Contact



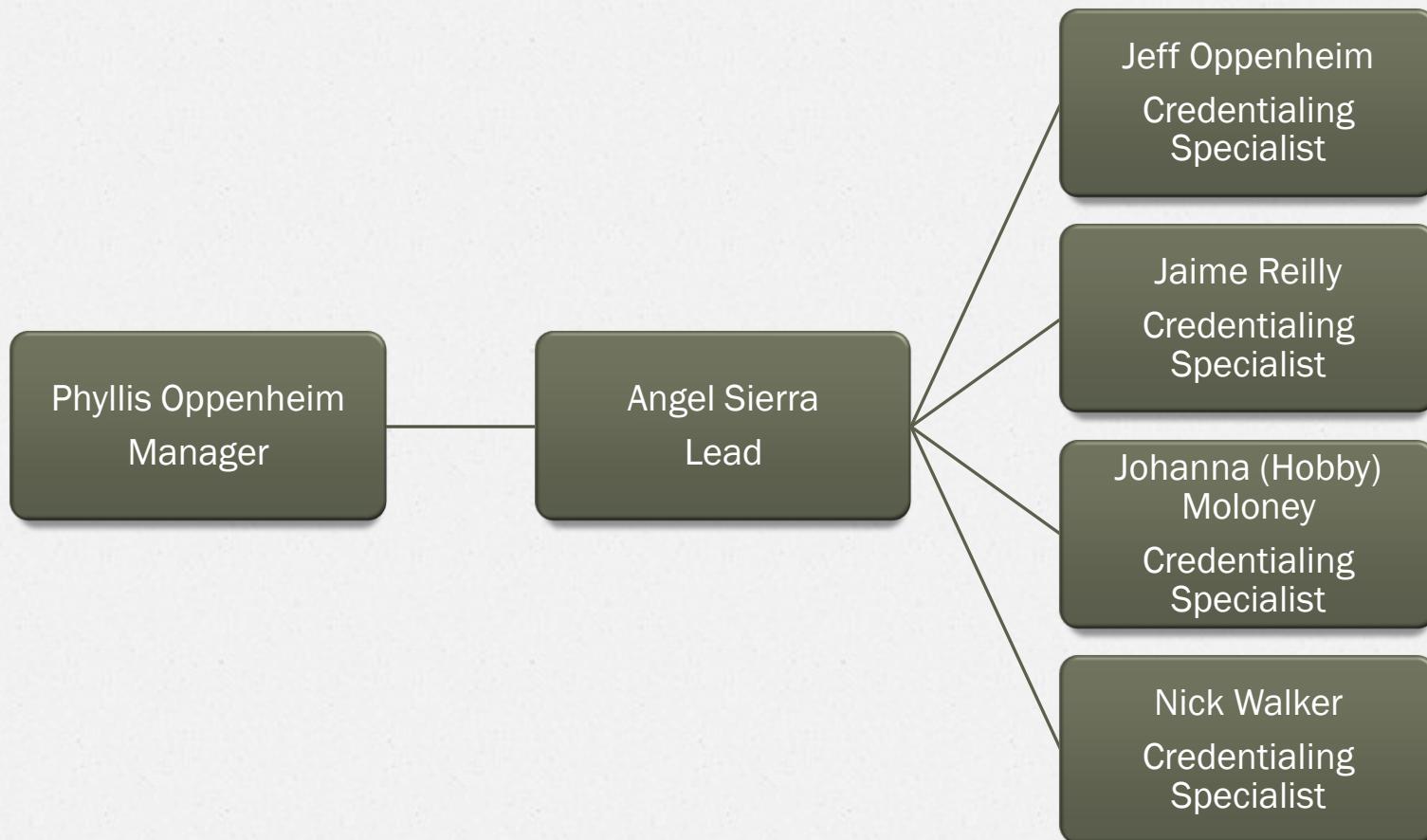
# Adv Sales & Marketing Points of Contact



# Quality Assurance Points of Contact



# Credentialing Points of Contact



# Company Policies

- Company Business Hours
  - Attendance
  - Holidays, Vacation & Sick Time
- Internet Policy
- Cell Phone Policy
- Dress Code

# Company Policies

- Clock in and out using the time clock software.
- Keep your cell phone off or on silent when in the building.
- Notify your supervisor if you are going to be late or absent.
  - Adhere to the Company dress code.
- Never visit inappropriate websites using your Company computer.
  - Never download software onto your Company computer.
    - Never consume alcohol on the Company premises.
  - Never use illegal substances on or off of the Company premises.
- Never play Internet games on your Company computer during working hours.

# AVĒSIS

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## Sexual Harassment Training

# Sexual Harassment Defined

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- ❖ Any unwelcome sexual advances, request for sexual favors, or verbal/physical conduct of a sexual nature
- ❖ Submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile or offensive work environment

Equal Employment Opportunity Commission

# What is Sexual Harassment?

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- ❖ According to the United States Supreme Court, there are two types of sexual harassment
  - ❖ Quid Pro Quo
    - ❖ “This for that”
  - ❖ Hostile Environment

# Quid Pro Quo

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- ❖ Your supervisor tells you that you must be sexually cooperative with him/her or be fired
- ❖ You are fired for not submitting to his/her advances
- ❖ In other words, “PUT OUT OR GET OUT!”
- ❖ This can only be done by someone who can make or influence employment actions such as firing, demotion or denial of a promotion.

# Hostile Environment

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- ❖ Gender-based, unwelcomed conduct of supervisors, co-workers, customers, vendors or anyone else that you interact with on the job.
- ❖ Behaviors contributing to a hostile environment
  - ❖ Unnecessary touching
  - ❖ Using crude and/or offensive language
  - ❖ Telling off color jokes
  - ❖ Discussing sexual activities
  - ❖ Using indecent gestures
  - ❖ Commenting on physical attributes
  - ❖ Engaging in hostile physical conduct
  - ❖ Unfulfilled threats to impose a sexual quid pro quo
  - ❖ Sabotaging the victim's work
  - ❖ Displaying sexually suggestive pictures

# Unwelcomed Conduct

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- ❖ If you don't initiate it
- ❖ If you regard the action or comment as offensive
- ❖ When the comment is so crude or offensive there is no question that it is unwelcome
- ❖ “Hey Babe, Come here and give me some of that!”

# Assess yourself

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- ❖ Ask your self the following questions:
- ❖ Is the verbal or physical behavior of a sexual nature?
- ❖ Is this conduct offensive to anyone witnessing it?
- ❖ Is the behavior being initiated by someone who has hiring, firing, promotion or demotion power over you?
- ❖ Do you feel you have to tolerate the conduct in order to keep your job?
- ❖ Does this conduct make your job unpleasant?

# Assess yourself

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- ❖ If you answered “YES” to any of the previous questions...
- ❖ PUT A STOP TO THE BEHAVIOR
- ❖ Report the behavior immediately
- ❖ DO NOT flirt with your harasser
- ❖ DO NOT invite your harasser out to lunch, dinner or a party

# Company Policy

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- ❖ Sexual harassment is strictly prohibited
- ❖ Sexual harassment by anyone will not be tolerated
  - ❖ NOT by management
  - ❖ NOT by supervisors
  - ❖ NOT by co-workers
- ❖ Penalties
  - ❖ Disciplinary Action
  - ❖ Suspension
  - ❖ Official reprimand
  - ❖ Termination

# If you are a victim...

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- ❖ Immediately report the incident
- ❖ Report it to either your immediate supervisor, department manager or human resources
- ❖ What happens next...
  - ❖ Regardless of how is accused – company officer, supervisor, manager, vendor or co-worker
    - ❖ The situation will be fully investigated
    - ❖ The person accused will be given an opportunity to explain what has happened
    - ❖ A determination will be made
    - ❖ Appropriate action will be taken

# REMEMBER...



- ❖ The company takes allegations of sexual harassment very seriously
- ❖ DO NOT make false allegations
  - ❖ Any person who knowingly brings frivolous, false or malicious charges against fellow co-workers, supervisors, management, vendors or clients will be terminated
- ❖ Avesis is a wonderful place to work – together we can keep it that way!!!

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## CULTURAL COMPETENCY TRAINING



# Cultural Competency Defined...



- The ability to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients' social, cultural, and linguistic needs.
- It is both a vehicle to increase access to quality care for all patient populations and a business strategy to attract new patients and market share.

# What does it mean to Avesis?



- Performing in a culturally competent manner is good for our members
- Performing in a culturally competent manner is good for business
- Avesis endorses the Federal Government's view that achieving cultural competence will help us to:
  - Improve services and care for current members
  - Increase market penetration by appealing to a more diverse population
  - Reduce potential liability from medical errors or Civil Rights Act violations

# What does it mean to Avesis?



- Some members are from foreign countries and have limited proficiency with the English language
- Some members' native language is English but they are not fully literate
- Some members have disabilities and/or cognitive impairments that impede their communication with us
- Some members come from other cultures that view health-related behaviors and health care differently than the dominant culture

# What does it mean to Avesis?



**No matter what the cultural difference or linguistic barrier**

**All members, providers, and staff must be treated in such a way as to minimize the cultural and linguistic differences and barriers**

# What does it mean to Avesis?



- Avesis staff must recognize language barriers
  - Work with the members and available resources to overcome them
- Avesis staff must recognize the cultural diversity of our members, providers and co-workers
  - Behave accordingly
- Providers and their staff must recognize these differences
  - The staff need to take the necessary steps to make the members feel comfortable and understand the treatment and services they are to receive

# Objectives



- Work with our clients to identify and assist members with cultural or linguistic barriers
- Offer alternative communication methods
- Use culturally sensitive and appropriate educational materials based on the member's race, ethnicity and/or primary language
- Ensure that providers care for and recognize the culturally diverse needs of our members.
- Teach staff to value the diversity of co-workers as well as the members that we service.

# Services Available



- Spanish language queue in Customer Service
- Language Line Interpreting Service
  - Over 150 languages available
- Work with Relay for the hearing impaired calling into Customer Service
- Assist with arranging for oral, cued speech or sign language interpreter to be present when member goes to provider

# Self-Assessment Checklist



- To heighten your awareness – take a few moments to answer these questions
  - A = Things I do frequently
  - B = Things I do occasionally
  - C = Things I do seldom
- Physical Environment, Materials & Resources
  - *I display pictures, posters, artwork and other décor that reflect the cultures and ethnic backgrounds of clients served by our programs.*
  - *I ensure that printed materials disseminated by Avesis take into account the literacy levels of individuals and families receiving services.*

# Self-Assessment Checklist



- To heighten your awareness – take a few moments to answer these questions
  - A = Things I do frequently
  - B = Things I do occasionally
  - C = Things I do seldom
- Communication Styles
  - *When interacting with members with limited English proficiency I keep in mind that:*
    - *Limitations in English proficiency does not mean the member is intellectually limited*
    - *Their limited ability to speak in English has no bearing on their ability to communicate effectively in their language of origin*
    - *When possible, I try and send all notices and communications to members written in the member's language of origin.*

# Self-Assessment Checklist

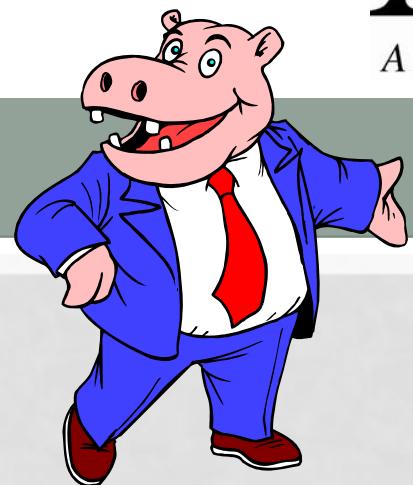


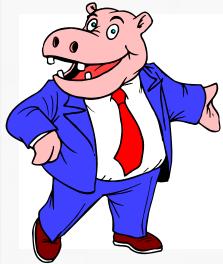
- To heighten your awareness – take a few moments to answer these questions
  - A = Things I do frequently
  - B = Things I do occasionally
  - C = Things I do seldom
- Values and Attitudes
  - *I screen books, movies and videos for negative cultural, ethnic or racial stereotypes before sharing them with co-workers*
  - *I intervene in an appropriate manner when I observe other staff or clients engaging in behaviors which show cultural insensitivity, racial biases and prejudice*
  - *I accept and respect that male / female roles may vary significantly among different cultures and ethnic groups (e.g. who makes the decisions for the family)*

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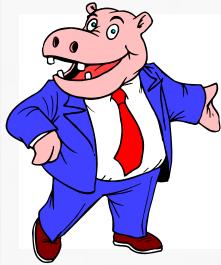
HIPAA TRAINING





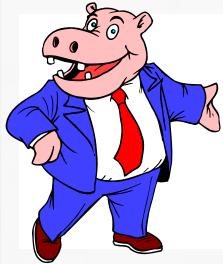
# WHAT IS HIPAA?

- Health Insurance Portability and Accountability Act
  - HIPAA is the ELECTRONIC transmission of
  - Three programs have been enacted to date
    - Privacy Rule – April 2004
      - The HIPAA Privacy Rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information.
      - The Privacy Rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.
    - Security Rule – April 2005
      - The Security Rule specifies a series of administrative, physical, and technical safeguards for covered entities to use to assure the confidentiality, integrity, and availability of electronic protected health information.
    - National Provider Identifier – May 2007
      - HIPAA requires that employers have standard national numbers that identify them on standard transactions.
      - The National Provider Identifier (NPI) is a unique identification number for covered health care providers.
      - Covered health care providers and all health plans and health care clearinghouses use the NPIs in the administrative transactions adopted under HIPAA.



# HIPAA & AVESIS

- Maintain patient privacy
  - The Privacy Rule protects all individually identifiable health information held or transmitted in **ANY** form or media
    - Electronic
    - Paper
    - Verbally
  - Protected Health Information
    - Patient Name
    - Patient Home Address
    - Patient Phone Number
    - Patient Date of Birth
    - Patient Social Security Number
  - Secure your work environment



# WHO CAN OBTAIN PHI?

- Patient
  - Protected Health Information may be disclosed to the individual who is the subject of the information
    - Must pass security verification guidelines
- Personal Representatives
  - Protected Health Information may be disclosed to personal representatives
    - A person legally authorized to make healthcare decisions on the individual's behalf
      - Includes parent or legal guardian of a minor child
- Authorized 3<sup>rd</sup> Party
  - Protected Health Information may be disclosed to an authorized 3<sup>rd</sup> party
    - Written permission from the patient
    - Verbal confirmation from the patient



# HIPAA PROCEDURES

- Keep confidential papers, reports and computer print-outs in a secure place
- Pick up confidential papers from copiers, mailboxes, conference room tables and other publicly accessible locations immediately
- Correctly dispose of confidential papers by placing them in the locked shred bins.
- **DO NOT** access any information other than what is required to do your job
- **DO NOT** discuss member information with anyone off the job
- **DO NOT** access data for any reason other than to perform your job

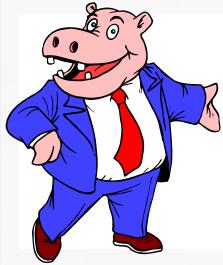


# HIPAA PROCEDURES

## REMEMBER:

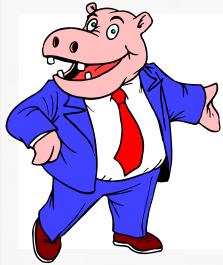
*It is your responsibility to keep patient information - whether it is spoken, written, in a computer system, or just in your head –*

**TOTALLY CONFIDENTIAL**



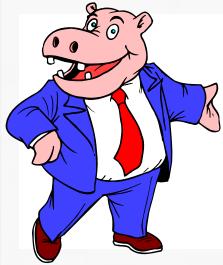
# PROTECT YOUR WORK AREA

- NEVER share your password with anyone
- DO NOT leave your password where it can be seen
- NEVER log into your computer and then let someone else use it
- Lock your computer EVERYTIME you leave your desk



# CRIMINAL PENALTIES

- For knowingly obtaining or disclosing identifiable health information relating to an individual
  - Up to \$50,000 & 1 year imprisonment
  - Up to \$100,000 & 5 years imprisonment if done under false pretenses
  - Up to \$250,000 & 10 years imprisonment if intent to sell transfer, or use for commercial advantage, personal gain or malicious harm.
- Enforced by the Department of Justice



# WHAT DOES IT MEAN TO ME?

- Failure to adequately protect the PHI that we receive from our clients and their members can seriously harm our organization
- Failure by ANY employee to protect PHI entrusted to him/her or the disregard of any policy or procedure implemented by Avesis in order to protect PHI may result in disciplinary action – up to and including termination.



# REFERENCES

U.S. Department of Health & Human Services  
[www.hhs.gov](http://www.hhs.gov)

# AVESIS INCORPORATED and subsidiaries

## FRAUD, WASTE & ABUSE

CMS regulations under 42 CFR Sec 423.504 and the Federal Deficit Reduction Act (DRA) of 2005, Section 6032, require that all entities receiving payments for Medicaid or Medicare members in excess of \$5 million, provide written policies and detailed information for preventing and detecting fraud, waste and abuse. Information must be provided to *all employees, contractors and agents* and shall include the method for preventing and detecting fraud, waste and abuse and the rights of employees to be protected as whistleblowers.

*This requirement must be adhered to by Avesis as well as all of our providers.*



## The Fraud, Waste & Abuse Plan is designed to:

**Help prevent fraud, waste & abuse**

**Help detect fraud, waste & abuse**

**Identify clear steps for investigation using a Fraud Response Plan**

**Reduce financial loss or damage to Avesis' reputation**





## **AREAS TO BE ADRESSED:**

**Eligibility and enrollment practices including enrollment forms, claim forms and assignment of benefits on claim forms;**

**Marketing practices including broker commissions;**

**Approval and denial of care;**

**Member notification of rights and benefits;**

**Appropriate qualifications and administration of the provider network;**

**Claims procedures including timeliness of payments to providers;**

**Security of patient information**

## WHAT IS FRAUD:

“Fraud is an intentional deception or misrepresentation made by someone with knowledge that the deception will result in benefit or financial gain.”

The difference between fraud and a mistake/error is *intent*.

## WHAT IS THE COST OF FRAUD?

- Over \$2.2 trillion was spent in the US on health care every year
- Estimated 3% - 10% of health care dollars are lost to fraud
- If 5% is correct, that equals a loss of \$100 billion to health care fraud annually or  
**\$300 million per day!**

## STRATEGY:

All employees and providers are to be fair and honest;

All employees are to provide any assistance, information and support to deal with fraud, should it occur

All employees shall abide by all Company established rules, policies, procedures, codes and recommended practices



# OVERVIEW:

Avesis Corporate values include *honesty* and *integrity* in all dealings;

The Company's expectation is that all employees, providers and organizations that are associated with us be honest and fair in their dealings;

Senior management and supervisors are to lead by example;

All employees have an important role in detecting fraud and are encouraged to raise any concerns that they may have;

The Company will deal with any information received in a fair and confidential manner;

A Whistle-Blowing Policy is in effect so that employees can share concerns without fear of retaliation;

Suspected fraud is to be reported immediately to appropriate personnel (CEO, CFO, COO, Fraud Officer); or, directly to CMS FWA Hotline at (800) 447-8477 (if the matter involves a BlueCross BlueShield SC member, you can contact the BCBSSC Fraud Unit at (800) 763-0703)

In certain instances, the Company may refer the matter to the appropriate law enforcement agency or State or Federal Attorney General.

# PREVENTION:

Employees and Participating Providers are expected to have read and abide by all rules and procedures appearing in the:

Employee Handbook

Code of Conduct

Provider Manual

Code of Ethics and/or

Professional Code of Conduct;

All employees are expected to annually sign the Company's Conflict of Interest statement;

Senior managers are responsible for ensuring that internal controls are in place to minimize the chance of fraud occurring. This includes making certain that all financial procedures are followed and that there is adequate separation of duties;

Department supervisors and managers are responsible for maintaining staff recruitment procedures. All prospective employees must undergo background investigations *prior to* an employment offer being made and complete and sign the Conflict of Interest statement;

All employees are to be provided with information regarding the Company's Anti-Fraud Plan as well as the Company's disciplinary procedures.

# **DETECTING AND INVESTIGATING FRAUD, WASTE & ABUSE**

Employees must report *any* suspected cases of fraud to their Department Supervisor. The Department Supervisor will review the complaint and refer it to either the CEO, CFO, COO or Fraud Officer.

**NOTE:** Employees are assured of confidentiality. If you suspect fraudulent activity on the part of a co-worker, supervisor or provider you must report it to the supervisor, CEO, CFO, COO or Fraud Officer.

Incidences of waste and abuse must also be reported.

Providers must also report suspected Fraud, Waste or Abuse. The Avesis hotline number is on the website and they can also report directly to CMS.

***REPORT IT IMMEDIATELY!***



## EXAMPLES OF POSSIBLE FRAUDULENT ACTS:

- ❖ Where an individual or provider has fraudulently obtained money from Avesis (benefit fraud) or where a bribe or inducement is accepted
- ❖ Non-members using Members' ID cards to obtain benefits
- ❖ Providers billing for services or materials that were not rendered
- ❖ "Phantom" provider – obtaining a Medicaid ID or NPI number and billing for materials or services never rendered
- ❖ Altering claim forms and/or receipts in order to receive higher payments
- ❖ Falsely stating the nature of the services provided or the diagnosis in support of providing the services/ materials
- ❖ Completing Certificates for Medical Necessity without having seen the patient
- ❖ Submitting prior authorization requests without having seen the patient

## **EXAMPLES OF FRAUDULENT ACTS:**

### **MEMBER FRAUD EXAMPLES:**

#### **Theft of ID/Services**

Unauthorized person uses a Member's Medicaid or other ID card to obtain services or materials – often a family member or acquaintance

#### **Falsification of Documents/Forgery**

#### **Misrepresentation of Benefits**

A misrepresentation by an agent of benefits in order to persuade someone to join a health plan

## **WHAT IS ABUSE? WHAT IS WASTE?**

**“Abuse”** is frequently defined as a practice that is not consistent with accepted industry practices or standards that results in unnecessary costs. Abuse may be thought of as potential fraud in situations where the provider’s intent is unclear.

➤ **Examples:**

- **charging in excess for services**
- **submitting claims to CMS or insurers for Members who are the responsibility of other insurers**
- **violating the Provider Agreement or provisions of the Provider Manual**

**“Waste”** includes any practice that results in the unnecessary use of resources (financial, medical, etc.)

➤ **Examples**

- **Printing two pages on two separate pieces of paper rather than front and back**
- **Leaving office lights on when leaving for the day or extended periods of time**

# CONTRASTING FRAUD VS ABUSE:

## Billing for non-covered services

**Fraud** – Provider knew the service was non-covered but changed the diagnosis to obtain coverage or changed the procedure code to a covered service code (e.g. CDT code D2160 v. D2950)

**Abuse** – Provider billing for multiple sites when the CDT code is for one tooth

## Misusing codes on the claim

**Fraud** - Provider knowingly, deliberately and intentionally identified loop-holes

**Abuse** – Provider assumes that he is billing correctly since claims were being paid

## WHAT TO DO IF YOU SUSPECT FRAUD?

- Approach your Department Supervisor – the Department Supervisor will substantiate the claim and will inform the CEO, CFO, COO or Fraud Officer (determination is based upon the nature of the complaint)
- You may also contact the CMS Medicare Fraud Hotline at (800) 447-8477 (if the matter involves a BlueCross BlueShield SC member, you can contact the BCBSSC Fraud Unit at (800) 763-0703)
- Provide as much detail as possible regarding the complaint
- If confidentiality is a concern, follow the Whistle-Blowing Policy, where confidentiality will be respected whenever possible.
- If the matter relates to another employee or your Department Supervisor, the matter may be reported directly to the CEO, COO or CFO
- Never make malicious complaints. These are taken seriously and action will be taken against any employee doing so.

## WHAT WILL HAPPEN NEXT?

- An initial investigation will be carried out to establish validity of the allegation

A decision will be made by the COO on how to proceed (if the complaint is of a very serious nature, the CEO and CFO will also be informed)

- Upon conclusion of the initial investigation, either further investigation will be undertaken, the matter will be referred for disciplinary action or it will be referred to the appropriate law enforcement agency, State or Federal Attorney General's office.

A determination will be made regarding how and when the matter will be reported.

- Notification will be sent by the COO to the complainant explaining what has occurred to date regarding the investigation and actions taken or to be taken

# WHISTLE BLOWER POLICY



- Intended for use with serious or potentially serious allegations or sensitive issues (minor issues such as stealing of stationary, misuse of phone calls, etc. should be reported to the Department Supervisor).
- Serious concerns should be brought to the attention of the CEO, COO, CFO or Fraud Officer.
- As with any type of allegation providing as much information as possible is extremely important.
- Confidentiality will be maintained wherever and whenever possible. However, in certain situations the identity of the complainant may be provided to law enforcement or the Attorney General.
- The Company will not tolerate any attempt by anyone (including supervisors, officers, co-workers or providers) to apply any type of pressure, sanction, harassment or victimization.

## MISCELLANEOUS LAWS AND GUIDELINES

### Anti-Kickback Statute **prohibits:**

“the knowing and willful offer, payment, solicitation or receipt of any remuneration in cash or in kind, direct or indirect... to induce someone to refer a patient or to purchase, order or recommend any item or service which may be paid for under a Federal Health Care program.”

### Anti-Kickback: Suspect Arrangements

- Paying a provider for each patient who enrolls or remains enrolled in the plan
- Conditioning compensation on a minimum percentage of enrollees
- Offering enhanced fees or fees that clearly exceed fair market value, to providers without any justification
- Accepting material gifts or perks from vendors in exchange for selecting vendor's products or services

## Anti-Kickback: “Safe Harbors”

- Most important “safe harbors” for health plans
  - Discounts offered to health plans by providers in exchange for something
  - Price reductions offered to health plans by providers
  - Agreements with contractors with substantial financial risk

## Other Relevant “Safe Harbors”

- Management contracts
- Increased coverage, reduced cost sharing amounts or reduced premium amounts offered by health plan to Members

## False Claims Laws

### Significant penalties exist for knowingly:

Submitting (or causing to be submitted) a false or fraudulent claim for payment or approval; or

Making or using (or causing to be made or used) a false record or statement in support of a false or fraudulent claim; or

Failing to return overpayments made by a government agency

“Knowingly” includes actions taken in “reckless disregard” or with “deliberate ignorance” of truth or falsity.

### The *qui tam* provisions of the federal False Claims Act (FCA)

Lawsuit initiated by private individual (defined as “relator”)

The government may choose to intervene in the private lawsuit

*Qui tam* “relator” shares in civil monetary recovery, if any, with the government

## Potential False Claims Violations

**Misrepresentation of information presented in reports to Medicare or Medicaid**

**Misrepresentation of claims or eligibility data reported to Medicare or Medicaid**

## Civil Monetary Penalties Law

The Social Security Act authorizes the Secretary of Health and Human Services to seek civil monetary penalties (CMPs) and assessments for many types of illegal or unethical conduct; many of which have been delegated to the OIG.

Types of prohibited conduct include, but are not limited to:

- Offering inducements that are likely to influence Medicare or Medicaid Members to order or receive items or services from a particular provider or supplier;
- Misusing Medicare and Medicaid program words, letters, symbols or emblems

## Violation Examples

- ❖ Submitting a claim or claims for services that were not rendered
- ❖ Using a CMS logo without proper approval
- ❖ Failing to promptly return a known overpayment
- ❖ Offering inducements to influence decisions related to Medicaid or Medicare funds
- ❖ Hiring employees who have been excluded from participation in federal programs



## **AVESIS RED FLAGS/POTENTIAL WARNING SIGNS**

### **GENERAL OR POTENTIAL INDICATORS OF FRAUD:**

- Physical address is not disclosed or uses P.O. Box, attorney's office or relative
- Address provided is not valid
- Subject's SS#, name or other pertinent information doesn't match up
- Receive tips or rumors from co-workers, neighbor or family
- Recent Claims in the family or co-workers
- Claim filed several days, weeks or months after alleged loss
- Has multiple means of coverage for loss



## GENERAL RED FLAGS/POTENTIAL WARNING SIGNS

### GENERAL OR POTENTIAL INDICATORS OF FRAUD:

- Physical address is not disclosed or uses P.O. Box, attorney's office or relative
- Address provided is not valid
- Subject lives in transient housing
- Subject is moving around
- Subject uses other people's telephone numbers
- Subject's SS#, name or other pertinent information doesn't match up
- Receive tips or rumors from co-workers, neighbor or family
- Recent Claims in the family or co-workers
- Claim filed several days, weeks or months after alleged loss
- Recent increase in coverage
- Reduction of deductible
- High number or other recent claims
- Makes a social security disability claim as well
- Has multiple means of coverage for loss



## AVESIS RED FLAGS/POTENTIAL WARNING SIGNS

### GENERAL OR POTENTIAL INDICATORS OF FRAUD - PERSONAL:

- Subject or spouse unemployed/self employed or seasonal worker
- Recent changes in family status
- Recent financial changes
- Subject has a criminal history, appears unethical, depressed or lazy
- Subject advises he is a victim of the insurance company
- Family history of claims
- Subject retains attorney immediately
- Attorney well known in the involvement of suspicious claims
- First Notice of Claims is from attorney
- Subject is threatening or abusive
- Subject might be evasive, repeating questions
- Subject is non cooperative
- Claimant's have strong knowledge of claims process and terminology



## **RED FLAGS/POTENTIAL WARNING SIGNS**

### **GENERAL OR POTENTIAL INDICATORS OF FRAUD – PERSONAL (cont.):**

- Subject never home for calls – asleep-just left etc.
- Subject refuses personal visits by claims personnel
- Subject demands payment right away
- Subject calls constantly/daily to get paid
- Subject's demands are out-of-line with the type or degree of loss
- Subject avoids U.S. Mail, facsimile
- Drops off documents in person
- Subject in a hurry to settle claim



## RED FLAGS/POTENTIAL WARNING SIGNS

### GENERAL OR POTENTIAL INDICATORS OF FRAUD – AGENT & APPLICATION:

- Material misrepresentation on application
- Clear inaccuracies on application
- Minimum premium paid on initiation of policy
- Insured paid cash
- Insured living with others not on application
- Application not signed
- Blank answers
- Application completed by two or more different people
- Undisclosed risk issues
- Some coverage, but not others
- Recent additions of coverage
- Any discrepancies of SS#, name, dob or address
- Walk in Clients



## RED FLAGS/POTENTIAL WARNING SIGNS

### GENERAL POTENTIAL INDICATORS OF FRAUD – PROVIDER:

- Claims that duplicate or unbundle procedures to maximize payment
- Errors of an obvious nature such as subject's gender, race or age
- Diagnosis and treatment don't match
- Service location using a P.O. Box or mail drop
- Different names or addresses for dependents and insured
- Facility with several names
- Unprofessional letterhead or stationary/photocopied
- Duplicate requests for authorization that has been denied
- Referral to nearby medical testing or clinics
- Answering machine
- Multiple claims submitted on different dates for the same member (each with same date of service or overlapping dates of service)
- Spikes in claims activity or reimbursement compared to historical activity
- Inconsistency of fees for various services

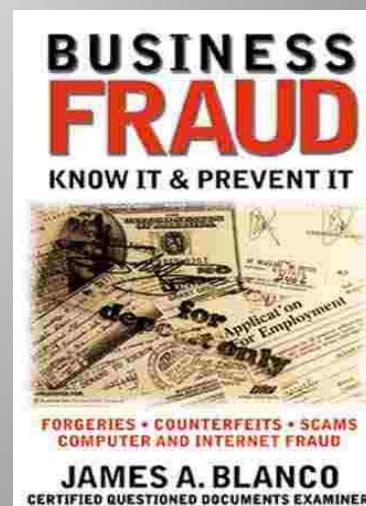
## WRAP UP:

We are committed to ensuring that all necessary systems and procedures are in place to prevent fraud, waste and abuse.

When changing services or the delivery of services, managers must always take into account fraud prevention and detection in new systems.

If you are not certain if an activity is fraudulent, bring it to your supervisor's attention.

***ALL OF US WORKING TOGETHER CAN MINIMIZE ANY  
POSSIBILITY OF FRAUDULENT ACTIVITY***



# **Function and Purpose Special Investigative Unit (SIU)**

**Deter  
Detect  
Investigate  
Defeat insurance fraud**

**The SIU also functions as the enforcer of the requirements to train personnel and business partners to do the same.**

# Overview Fraud Detection & Documentation Procedures for referring potential fraud to the SIU

- Remembering the “Red Flags” that may indicate fraud, be alert when reviewing any enrollment applications, group applications, commission applications, claims, etc.
- If you suspect that something is not correct, you are to immediately notify your immediate supervisor or Department Supervisor.
- Upon review of all of the information provided, the Supervisor will contact the appropriate persons to review.

## **Overview Fraud Detection & Documentation Procedures for referring potential fraud to the SIU**

**For possible fraud issues with regard to our FSL Commercial programs, the FSL SIU form will be completed and submitted, as required, by the QA Director. All applicable documents should be sent with the SIU form.**

**For fraud issues regarding our government programs, the guidelines established by the particular health plan regarding reporting to the appropriate OIG or Health Plan Fraud Waste and Abuse Officer shall be followed.**

# Contact Information for Fidelity Security Life Insurance Company's SIU :

**Stephen Boinski  
SIU Director**

Special Investigative Unit, Fidelity Security Life Insurance Company

Attn.: Steve Boinski, SIU Director  
3130 Broadway  
Kansas City, MO 64111  
(816) 756-1060, ext. 1690  
[antifraud@fslins.com](mailto:antifraud@fslins.com)

# Contact Information for Health Partners SIU :

**SIU REFERRAL HOTLINE IS:  
(866) HP-SIU-4U (866-477-4848)**

Special Investigative Unit at Pennsylvania DPW  
(MCO Provider Compliance Hotline) number is:  
**(866) DPW-TIPS (866-379-8477)**

# Questions?