

Fraud Awareness

helping to control healthcare costs

Brought to you by Dean Health Plan's
Special Investigative Unit



Dean
HEALTH PLAN

Healthcare fraud is a serious crime and by all reports, it's on the rise across the nation. How prevalent is it? The U.S. General Accounting Office estimates that between 5-10% of all paid health insurance claims are related to fraudulent or abusive practices.

FBI Fights Fraud

The FBI secured 560 convictions for healthcare fraud in 2001 – a 4-fold increase from 1992. *FBI (2001)*

What is Healthcare Fraud?

Healthcare fraud is an intentional misrepresentation of false information to gain undeserved payment for a claim.

What is Abuse?

Abuse involves a questionable practice, which is inconsistent with accepted medical or business policies. Although it is not an intentional misrepresentation, it may result in unnecessary costs.

Who commits Fraud or Abuse?

- Member
- Healthcare Provider
- Employer Group
- Agent
- Someone posing as any of these individuals.

Any person (other than a covered dependent) who uses your insurance identification information to obtain medical care or to try to obtain reimbursement for healthcare services you didn't receive is committing fraud.

No matter who commits fraud or abuse, it affects everyone – it costs us all money.

How does Fraud and Abuse affect me?

When someone files a claim for a service that you did not receive, they are altering your health care history with false information.

This false information could:

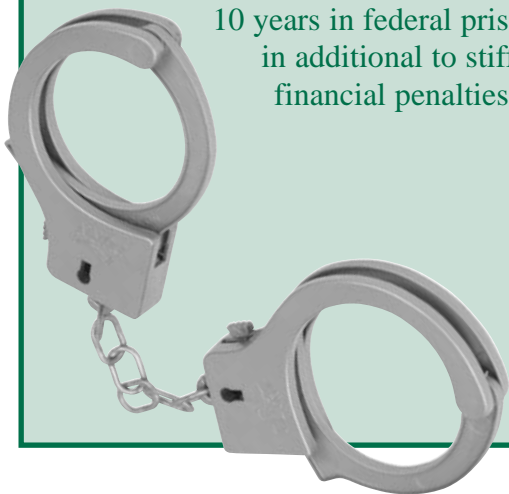
- Affect your future ability to obtain life or health insurance
- Affect the healthcare you receive from other providers
- Cause unnecessary or experimental care that may be hazardous to your health

The costs associated with healthcare fraud or abuse are no different than the increased costs associated with examples we are all familiar with:

- A shoplifter contributes to increased costs and prices for merchandise
- Someone staging or faking an injury claim causing insurance rates to rise, as in worker's compensation or auto liability insurance

Federal Crime, Serious Time

Congress established healthcare fraud as a federal crime, punishable by up to 10 years in federal prison, in addition to stiff financial penalties.



What are the Warning Signs?

Items or services which:

- You didn't receive
- Are different from those you received
- Are unnecessary, inappropriate, or of questionable medical benefit

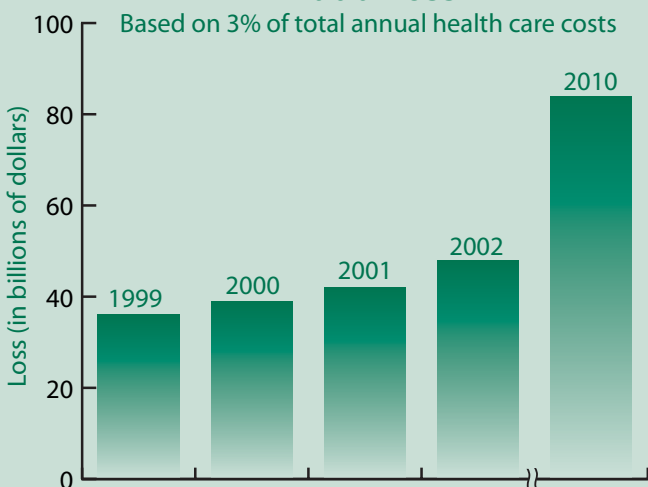
Someone who:

- Offers "free" medical related items or services to you, but then bills them to Dean Health Plan
- Falsifies a diagnosis or procedure to justify tests, surgeries or other non-medically necessary procedures
- Submits falsified claims with stolen/purchased physician or patient identification information

Frightening, but true!

The National Healthcare Anti-Fraud Association (NHCAA) estimates that of the nation's annual health care outlay, at least 3 percent—or \$39 billion in calendar-year 2000—is lost to outright fraud. Forecasted trends point to an \$84 billion dollar loss to fraud in the year 2010.

Fraud Loss



What is Identity Theft?

Identity theft occurs when someone obtains, and illegally uses, another person's identifying information.

Identifying information includes, but is not limited to: name, address, date of birth, or social security number.

No matter how careful you are, you cannot guarantee that your identification is 100% secure from criminals.

I.D Theft Quick Fact

**Thieves stole the identities of 700,000
Americans in 1999.**

The Privacy Clearinghouse (2000)

How can I help stop Fraud and Abuse?

- Know the warning signs
- Read your Explanation of Benefits (EOB) and verify that you received all of the services listed
- Never give your health insurance identification number to anyone over the phone, unless you initiate the conversation
- Contact us if you suspect fraud or abuse

To Report Fraud and Abuse...

Write: Dean Health Plan
Special Investigative Unit
1277 Deming Way
Madison, WI 53717

Call: Toll Free: 1-800-356-7344, ext. 4028
Local Madison: 608-827-4028

Email: SIUDHP@deancare.com

You will need to provide:

- Your name, address, and telephone number
(If requested, you may remain anonymous)
- Your health insurance identification number
- The name and address of the individual the complaint is about
- An explanation of what you suspect is Fraud or Abuse

All information can be kept strictly confidential.

Visit our website at www.deancare.com



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