

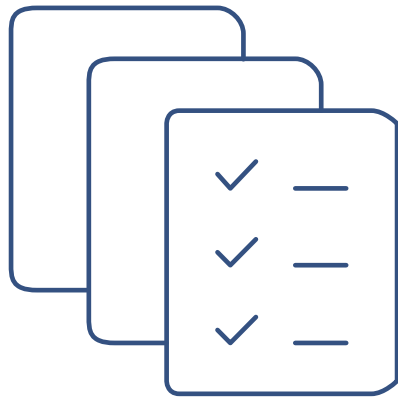


Fraud, Waste and Abuse (FWA) Awareness Training

Care Coordination | September 5, 2023

Peter Monson, Director
Special Investigations Unit

What we'll cover...

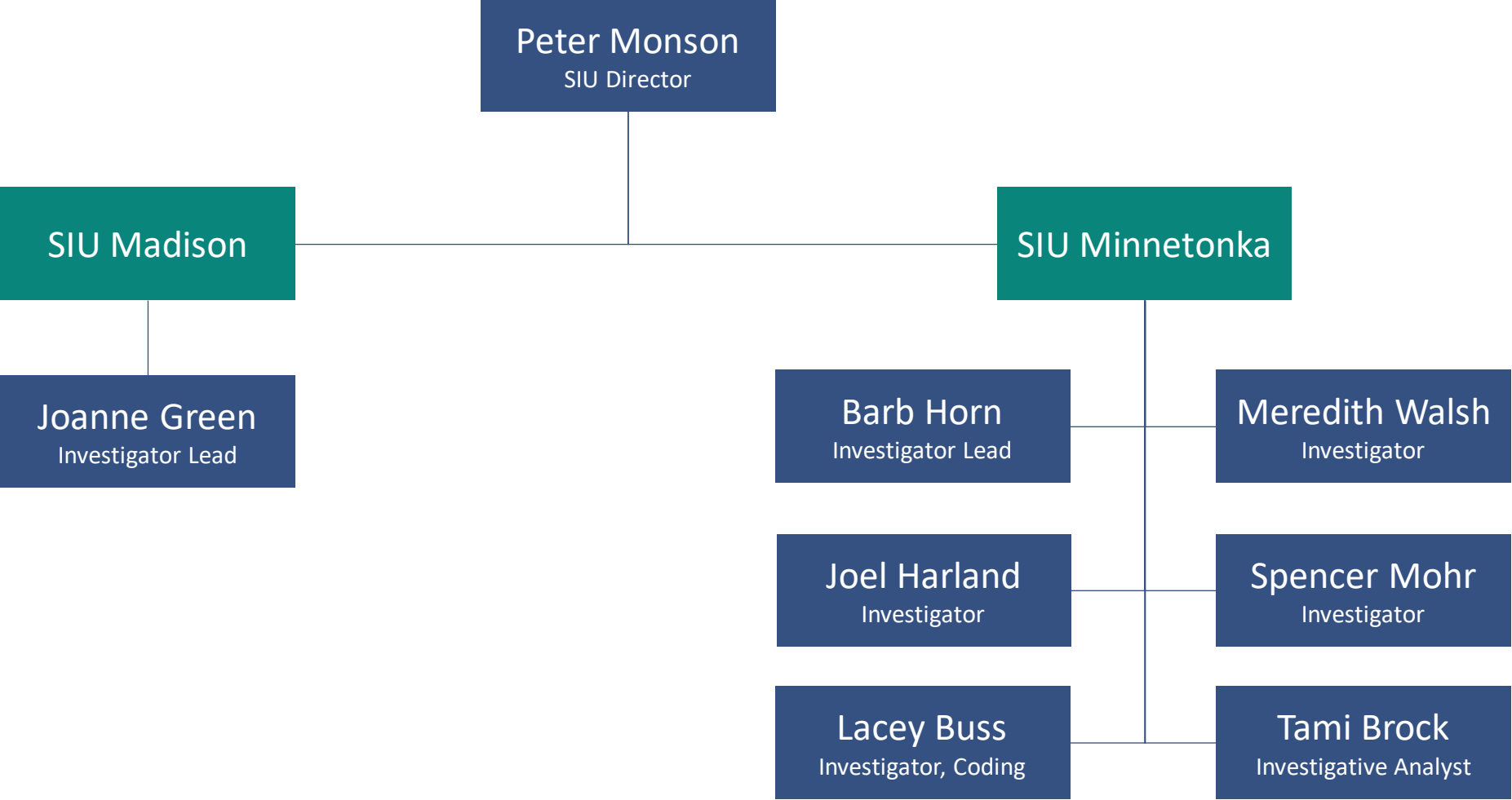


- Special Investigations Unit's (SIU) Mission
- SIU Team Members
- What is FWA
- Service Transition Requests by SIU
- When & How to Report Suspected FWA

SIU's Mission

Our mission is to prevent the physical and financial victimization of Medica, its members, clients, and the government programs we administer.

SIU Team Members



Definitions

FRAUD

Knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud Medica or to obtain, by means of false or fraudulent pretenses, representations, or promises, any of the money or property owned by, or under the custody or control of, Medica.

WASTE

A practice that, directly or indirectly, result in unnecessary costs to the Medica, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources.

ABUSE

Actions that may, directly or indirectly, result in unnecessary costs to the Medica. Abuse involves paying for items or services when there is no legal entitlement to that payment, and the provider has not knowingly or intentionally misrepresented facts to obtain payment.

Service Transition Requests by SIU

SIU may request Care Coordination to assist in the transition of a member, or members, if the SIU has determined a credible allegation of fraud exists for a provider **or** a regulator has given a directive to place a provider on payment withhold, e.g. State Medicaid Agency, CMS

Transition Steps...

- SIU notifies Care Coordination leadership of transition request.
- Care Coordination advises Care Coordinator(s) assigned to impacted member(s).
- SIU and Legal coordinate communication to the provider explaining the basis for the transition.

We all have a responsibility to protect Medica and its members from potential FWA

When to Report

- Suspicious patterns of claim submissions
 - Excessive billing
 - Unexpected claims
 - Billing for services not rendered or needed
- Unusual behavior of a member or provider
 - Asking you to *bend* the rules
 - Observations of a member's or provider's behavior that indicate potential FWA

"If something doesn't seem quite right, report it."

How to Report

Fraud Hotline (866) 595-8495
SIU Team siu_mail@medica.com
Integrity Line (866) 595-8495
(anonymous option)

Internal SIU Referral Form ([IRIS](#))

Located at the
Bottom of Every
IRIS Page

Fraud, Compliance or Privacy
Fraud Reporting Hotline: 1-866-821-1331
Integrity Line: 1-866-595-8495
[Special Investigations Unit Referral Form](#)
Privacy and Security Incident Alert Form
Compliance Incident Report Form

External SIU Referral Form
(www.medica.com)

Search "Report Fraud"



Questions?



THANK YOU