
Be Aware.....Be Informed.....Be Involved.....

The increasing cost of healthcare is an important concern for all of us. There are many contributing factors that lead to the increase in healthcare costs. One of the most prevalent factors is fraud and abuse by healthcare providers and members.

The Special Investigations Unit / Reimbursement Integrity Unit at HealthNow exists to identify and prevent fraudulent and/or abusive healthcare activities while containing member costs through the recovery of funds lost to those actions.

Provider, Member and Group audits are performed to ensure that claim submissions are consistent with actual medical record documentation, and that applicable guidelines and/or eligibility requirements are adhered to in the submission, delivery, billing, and reimbursement of services rendered.

This is accomplished through a variety of measures:

- Utilizing current, state-of-the-art data-mining software applications.
- Front-end system edits; i.e. high cost claims.
- Fraud Hotline and website to report allegation of fraud and/or abuse.
- Interviews, Confirmations & Questionnaires are all utilized to identify or confirm fraudulent or abusive activity.
- Comprehensive post-payment review and analysis of claims paid to participating providers.
- Medical record review by qualified, experienced Nurse Investigators.
- Group eligibility and enrollment requirements are adhered to.

Fraud and Abuse Hotline / Email

Buffalo Division

1-800-333-8451

reportfraud@bcbswny.com

Albany Division

1-800-314-0025

reportfraud@bsneny.com

To help educate our providers and members and promote fraud, waste and abuse awareness, the Special Investigations Unit / Reimbursement Integrity Unit has implemented the following:

- **Provider Vouchers**

Our provider vouchers include a 'tag' line with contact information in the event they suspect fraud and/or abuse may have occurred. **The 'tag line' reads:** *Join the fight against fraud. If you suspect fraud is occurring, such as false or altered claims being submitted or services being billed which were not provided, call the Special Investigations Unit at 1-800-314-0025.* All calls will be kept confidential.

- **Member Explanation of Benefits (EOB's)**

Our member EOB's include a 'tag' line with contact information in the event they suspect fraud and/or abuse may have occurred. **The 'tag line' reads:** *Join our fight against fraud. If you suspect billing(s) for services not rendered or false/altered claims, call the fraud and abuse hotline at 1-800-314-0025.*

- **Newspaper Ads**

Annually, an ad on fraud and abuse is published in local newsletters to enhance awareness.

- **Hotline / Email**

The SIU / RIU maintains confidential Hotline numbers where allegations of fraud or abuse can be reported. The numbers are: 1-800-333-8451 (Buffalo Division) and 1-800-314-0025 (Albany Division). An email address is also available on the Intranet/Internet. The addresses are <mailto:reportfraud@bcbswny.com>(Buffalo Division) and <mailto:reportfraud@bsneny.com>(Albany Division).

- **Associations**

The SIU / RIU are members of the National Health Care Anti-Fraud Association and the BlueCross BlueShield Association. These organizations provide on-going training in the field of insurance fraud. Participants are introduced to current trends/schemes as well as state-of-the-art technology, utilized throughout the health care industry to assist in identifying suspicious activity. We also join forces with the Health Care Task Force Work Group, which is comprised of local law enforcement, local private insurers, DEA, OIG and other government entities, working to identify fraud, waste and abuse within the healthcare industry.