

HELP US STOP HEALTHCARE FRAUD

What you need to know to detect and protect yourself against fraud!

OUR COMMITMENT

Advantage Dental is committed to preventing fraud in our communities, and has a team of experts in our anti fraud department to ensure we fulfill our commitment. That department's biggest ally in the fight against healthcare fraud is YOU. You play a vital role in protecting the integrity of our healthcare system.

WHAT IS FRAUD

Fraud typically includes any of the following:

- Knowingly submitting, or causing to be submitted, false claims or making misrepresentations of fact to obtain a Federal health care payment for which no entitlement would otherwise exist.
- Knowingly soliciting, receiving, offering, and/or paying remuneration to induce or reward referrals for items or services reimbursed by Federal health care programs.
- Making prohibited referrals for certain designated health services.

REPORTING PROTECTION

Individuals are protected by Federal law for good-faith reporting of all activities related to fraud or abuse. Companies are prohibited from discharging, demoting, suspending, threatening, harassing or discriminating against any employee who reports such acts.

No person is permitted to engage in retaliation, retribution, intimidation or any form of Harassment against another person for reporting compliance-related issues in "good faith".

TYPES OF HEALTHCARE FRAUD

Provider Fraud

Phantom billing – Provider billing for a service, visit or supplies you never received.

Upcoding – Provider bills for a more expensive service as a visit to a specialist when the patient actually saw a nurse or an intern.

Unbundling – Submitting multiple bills for a single procedure.

Waiving co-pays or deductibles - For medical or dental care and over-billing the insurance carrier or benefit plan. Routinely waiving co-pays is prohibited and may only be waived due to "financial hardship".

Non-Provider Fraud:

Masquerading as a healthcare professional – Delivering and billing for healthcare services or equipment without a proper license.

Identity theft – Using another person's health insurance card to obtain healthcare services or loaning one's ID card to someone who is not entitled to use it.

Doctor shopping – Bouncing from one doctor to another to obtain multiple prescriptions for controlled substances.

Bogus marketers – Misrepresenting the facts, usually by telephone, to illicit information such as one's medical identity number, to bill for non-rendered services, steal one's identity, or enroll someone into a benefit plan.

FRAUD

Help us prevent fraudulent, deceptive and unfair business practices in healthcare
Help us identify fraud by learning how to recognize behavior that could be fraudulent.
Help us by protecting yourself. Be aware and safeguard your identity. Help us by reporting scams and fraud.

HOW TO REPORT

Direct Compliance reporting options:

Email: compliance@advantagedental.com

Compliance Alert Line 1-866-654-3433 (available 24 hours a day – anonymous option)

Mail (anonymous option): Compliance Officer - CONFIDENTIAL 14201 NE 20th Ave B200, Vancouver, WA 98686

State of Oregon Fraud reporting options:

Calling, 1-888-FRAUD01 (1-888-372-8301) Monday through Friday 8am to 5pm, or Report fraud online, or

Fax your written complaint to ATTN: HOTLINE at 503-373-1525

You may also mail a written complaint: For client fraud - Investigations Unit, PO BOX 14150, Salem, OR 97309

For provider fraud - DHS Provider Audit Unit, 3406 Cherry Ave NE, 2nd Floor, Salem, OR 97303

Federal Government reporting options:

Office of the Inspector General (Fraud, Waste or Abuse concerns only)
1-800-HHS-TIPS (1-800-447-8477) U.S. Department of HHS

Office of Inspector General
Attn: OIG Hotline Operations
PO Box 23489
Washington, DC 20026

Department of Health and Human Services

(HIPAA concerns only)

Email: OCRCompliant@hhs.gov
Centralized Case Management Operations

U.S. Department of HHS
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201