

s22 - Irrelevant material



# Australian Government

---

## Services Australia

### Suspected Medicare fraud and Business Integrity (BI) flags 110-15030000

Currently published version valid from 29/08/2024 7:09 PM

## Background

s22 - Irrelevant material

This procedure is under **review**. Read Operational Message [Medicare online accounts - fraudulent Medicare claims](#)

This document outlines how staff identify and handle suspected fraud, address myGov linking restrictions, process claims and issue replacement Medicare cards when a BI flag is in place. **s37**

## Identifying suspected fraud

Fraud in the Medicare program may include a customer or member of the public:

- making Medicare claims for services not provided
- making alterations on an account or receipt presented for payment
- using someone else's Medicare card
- claiming a Medicare benefit using a false identity or the identity of another person using an invalid concession card
- forging prescriptions for Pharmaceutical Benefit Scheme (PBS) medicines
- taking or sending PBS medicines overseas that aren't for their personal use or the personal use of someone travelling with them

These issues are reported using the Report Suspected Fraud and Corruption form. The [Resources](#) page contains a link to this form.

The Department of Health and Aged Care manage suspected fraud committed by providers or practice staff .

See [Fraud - health](#) for internal and external contact details for reporting possible health programmes fraud.

## Addressing myGov linking restrictions, processing claims and issuing replacement Medicare cards when a BI flag is in place

A BI flag can indicate possible fraudulent activity linked to a Medicare card and prevents further fraudulent activity on records when it has been identified that:

- claims may not be legitimate, or
- customer details may have been compromised

**s37**

**s37**

The [Process](#) page contains information about dealing with suspected fraud, for example when alterations may have been made on an account or receipt, and actions on a Medicare card when a BI flag is in place.

**s37**

**s37**

The [Resources](#) page contains information about handling enquiries about suspected fraud, contact details, Services Australia intranet links and a link to the Report Suspected Fraud and Corruption page.

## Contents

[Medicare Business Integrity \(BI\) flag](#)

## Related links

[Report Suspected Fraud and Corruption](#)

[Process digital self service claims](#)

[Account and receipt documents for Medicare claims processing](#)

## Process Summary

### Flowchart

### Dealing with suspected fraud

This image provides a summary of dealing with suspected fraud, including processing claims and issuing replacement Medicare cards when BI flags are in place.

**Note:** [a text based version of the following process summary image is available](#).

s37

□

## Process

This document outlines how staff identify and handle suspected fraud, address myGov linking restrictions, process claims and issue replacement Medicare cards when a BI flag is in place. **s37**

## On this page:

[Suspected fraud through a Medicare claim](#)

[myGov linking restrictions when BI flag in place](#)

[Process claim with BI flag on Medicare card](#)

[Issue replacement Medicare card with BI flag](#)

[Submitting a bulk bill claim with BI flag](#)

## Suspected fraud through a Medicare claim

Table 1: how Se

Step	
1	<b>s37</b>
2	<b>s37</b>
3	<b>s37</b>

s37

s37

For claims submitted using Medicare Online Accounts (MOA) when suspected fraud has been verified, see [Process digital self service claims](#) for how to finalise the claim.

## myGov linking restrictions when BI flag in place

Table 2: how Service Officers process a claim when a customer contacts about myGov linking restrictions with a BI flag in place.

Step	
1	<p>s37</p>
2	<p>s37</p>

The [Resources](#) page has responses to other customer enquiries under:

- [Handle customer enquiries - BI flag lifted](#)
  - [Handle customer enquiries - BI flag cannot be lifted](#)
- — —

	The <a href="#">Resources</a> page has responses to other customer enquiries under:
3	<a href="#">s37</a>
4	<a href="#">s37</a>

## Process c

Table 3: how Service Officers process a claim when a BI flag has been placed on a Medicare card.

Step	
1	<a href="#">s37</a>
2	<a href="#">s37</a>

	s37
3	s37
4	<p>s37</p> <p>_____</p> <p>the <a href="#">Processing issues for claims submitted using digital self service channels</a> table in <a href="#">Process digital self service claims</a>.</p>

## Issue replacement Medicare card with BI flag

Table 4: how Service Officers in a service centre issue a replacement Medicare card with a BI flag.

Step	
1	<p>s37</p> <p>_____</p>
2	<b>Verify customer identity</b> + Read more ...

	<p>Sight ID and/or perform a full authentication. See <a href="#">Authenticating a Medicare customer</a>.</p> <p>Did the customer pass the security check?</p> <ul style="list-style-type: none"> <li>• _____</li> <li>• _____</li> </ul>
3	s37
4	<p>s37</p> <p>_____</p>

## Submittin

Table 5: how Service Officers help a practice submit a bulk bill claim for processing when a BI flag has been placed on a Medicare card.

Step	
1	<p>s37</p>
2	<p>s37</p>

	s37
3	s37  _____

## Resources

### Report Suspected Fraud

[Report suspected fraud and corruption](#)

### Contact details

[Complaints](#)

[Fraud - health](#)

[Fraud Investigation Branch](#)

[Intelligence Branch](#)

### Intranet links

[External fraud](#)

### Handle customer enquiries <sup>s37</sup>

Table 1: <sup>s37</sup>

s37

Item	
1	s37
2	s37

~~s37~~

3	<del>s37</del>
4	<p><b>Question: How can I submit a complaint?</b></p> <p>Answer: In the first instance you can talk to the Service Officer you have been dealing with, and if you are not satisfied with their response you can ask to speak to their manager.</p> <p>You can also:</p> <ul style="list-style-type: none"> <li>• call our feedback and complaints line</li> <li>• send us a secure online message, or</li> <li>• write to us</li> </ul> <p>See <a href="#">Complaints contact information</a>.</p>
5	<del>s37</del>

## Handle customer enquiries ~~s37~~

Table 2: ~~s37~~~~s37~~

Item	
1	<del>s37</del>
2	<del>s37</del>

## Forms

[Medicare Claim Form \(MS014\)](#)