

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

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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. \$37

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

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The <u>Process</u> 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.

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The <u>Resources</u> page contains information about handling enquires 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.

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. \$37

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

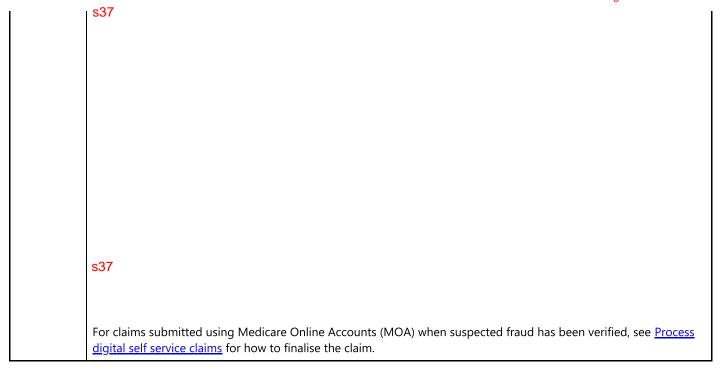
Issue replacement Medicare card with BI flag

Submitting a bulk bill claim with BI flag

Suspected fraud through a Medicare claim

Table 1: how Se

Step	
1	s37
2	s37
3	s37



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	
	s37
2	s37

	The Resources page has responses to other customer enquiries under:
	 Handle customer enquiries - BI flag lifted Handle customer enquiries - BI flag cannot be lifted
3	s37
4	s37

Process c

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

Step	
1	
	s37
2	s37

3 s37
4 s37
the <u>Processing issues for claims submitted using digital self service channels</u> table in <u>Process digital self service</u>
claims.
Cumb.

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	
	s37
2	Verify customer identity + Read more

	Sight ID and/or perform a full authentication. See <u>Authenticating a Medicare customer</u> .
	Did the customer pass the security check?
	· ——
3	s37
4	s37

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	
	s37
2	s37

Resources

Report Suspected Fraud

Report suspected fraud and corruption

Contact details

Complaints

<u>Fraud - health</u>

Fraud Investigation Branch

<u>Intelligence Branch</u>

Intranet links

External fraud

Handle customer enquiries \$37

Table 1: \$37 \$37

Item		
1	s37	
2	s37	

s37
s37
Question: How can I submit a complaint?
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.
You can also:
call our feedback and complaints line
send us a secure online message, orwrite to us
See Complaints contact information.

Handle customer enquiries \$37

Table 2: \$37 \$37

Item	
1	s37
2	s37

Forms

Medicare Claim Form (MS014)