Medicare Advantage and Part D
Fraud, Waste and Abuse
Compliance Training
2009
Overview

• This Medicare Advantage and Part D Fraud, Waste and Abuse Compliance Training for first-tier, downstream and related entities has been developed by Blue Cross and Blue Shield of Minnesota, First Plan of Minnesota, HealthPartners, Metropolitan Health Plan, Medica, UCare, PrimeWest Health, South Country Health Alliance and Itasca Medical Care in collaboration with the Minnesota Council of Health Plans Fraud Waste and Abuse Training Workgroup.*

• The Centers for Medicare & Medicaid Services (CMS) requires annual fraud, waste and abuse training for organizations providing health, prescription drug or administrative services to Medicare Advantage (MA) or Prescription Drug Plan (PDP) enrollees on behalf of a health plan.**

• As MA and PDP Sponsors, Minnesota health plans are committed to following all applicable laws, regulations and guidance that govern these programs.

*Other plan sponsors may use this training with permission of the Minnesota Council of Health Plans.
**(See 42 CFR Section 422.504(b)(4)(vi)(c) and/or Section 423.504(b)(4)(vi)(c)).
Overview & Objectives

- **What:** New federal requirements you must know
- **Why:** Detect, prevent and correct fraud, waste and abuse; raise awareness about the issue
- **How:** Plan Sponsors must implement an effective compliance plan including measures to detect, prevent and correct fraud, waste and abuse
- **When:** Complete this training now and yearly thereafter
- **Who:** You
Definitions

• **Plan Sponsor:** An entity that has a contract with CMS to offer one or more of the following Medicare Products: Medicare Advantage (MA) Plans, Medicare Advantage Prescription Drug Plans, Prescription Drug Plans (PDP) and 1876 Cost Plans.

• **First Tier Entity:** A party that enters into a written arrangement, acceptable to CMS, with a Plan Sponsor to provide administrative services or health care services for a Medicare eligible individual under the MA or Part D programs. Examples include Pharmacy Benefits Manager (PBM), contracted hospitals, clinics and allied providers.

• **Downstream Entity:** A party that enters into a written arrangement, acceptable to CMS, with persons or entities involved in the MA or Part D benefit, below the level of the arrangement between a Plan Sponsor and a first tier entity. These written arrangements continue down to the level of the ultimate provider of both health and administrative services. Examples include pharmacies, marketing firms, quality assurance companies, claims processing firms and billing agencies.

• **Related Entity:** An entity that is related to the Plan Sponsor by common ownership or control and performs some of the Plan Sponsor’s management functions under contract or delegation; furnishes services to Medicare enrollees under an oral or written agreement; or leases real property or sells materials to the Plan Sponsor at a cost of more than $2,500 during a contract period.
First Tier and Downstream Example

Source: Based on Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 40
Requirements

• Federal law requires MA and PDP Sponsors to have a Compliance Plan

• An MA or PDP Sponsor must:
  ➢ Create a Compliance Plan that incorporates measures to detect, prevent, and correct fraud, waste and abuse
  ➢ Create a Compliance Plan that must consist of training, education and effective lines of communication
  ➢ Apply such training, education and communication requirements to all entities which provide benefits or services under MA or PDP programs
  ➢ Produce proof (attestations and copies of training logs) from first-tier, downstream and related entities to show compliance with these requirements

What is a Compliance Plan?

An effective Compliance Plan includes 7 core elements:

1. **Written Standards of Conduct**: development and distribution of written Standards of Conduct and Policies & Procedures that promote the Plan Sponsor’s commitment to compliance and that address specific areas of potential fraud, waste and abuse.

2. **Designation of a Compliance Officer**: designation of an individual and a committee charged with the responsibility and authority of operating and monitoring the compliance program.

3. **Effective Compliance Training**: development and implementation of regular, effective education and training, such as this training.

4. **Internal Monitoring and Auditing**: use of risk evaluation techniques and audits to monitor compliance and assist in the reduction of identified problem areas.

5. **Disciplinary Mechanisms**: policies to consistently enforce standards and address dealing with individual or entities that are excluded from participating in CMS programs.
6. **Effective Lines of Communication:** between the compliance officer and the organization’s employees, managers and directors and members of the compliance committee, as well as first tier, downstream and related entities
   - Includes a system to receive, record and respond to compliance questions, or reports of potential or actual non-compliance, while maintaining confidentiality
   - First tier, downstream, and related entities must report compliance concerns and suspected or actual misconduct involving the MA or Part D programs to the Plan Sponsor

7. **Procedures forResponding to Detected Offenses and Corrective Action:** policies to respond to and initiate corrective action to prevent similar offenses including a timely, reasonable inquiry
Why Focus on Fraud, Waste and Abuse

- Scams alone cost the health care industry more than $100 billion annually
- Fraud, waste and abuse programs save Medicare dollars and that benefits taxpayers, government, health plans and beneficiaries
- Detecting, correcting and preventing fraud, waste and abuse requires collaboration between:
  - You
  - Providers of services such as physicians, nurses and pharmacies
  - State and federal agencies
  - Beneficiaries
Fraud, Waste and Abuse Defined

- **Fraud**: an intentional act of deception, misrepresentation or concealment in order to gain something of value. Examples include:
  - billing for services that were never rendered
  - billing for services at a higher rate than is actually justified
  - deliberately misrepresenting services, resulting in unnecessary cost to the Medicare program, improper payments to providers or overpayments

- **Waste**: over-utilization of services (not caused by criminally negligent actions) and the misuse of resources

- **Abuse**: excessive or improper use of services or actions that are inconsistent with acceptable business or medical practice. Refers to incidents that, although not fraudulent, may directly or indirectly cause financial loss. Examples include:
  - charging in excess for services or supplies
  - providing medically unnecessary services
  - billing for items or services that should not be paid for by Medicare
Fraud, Waste and Abuse

Prescriber Examples

• Illegal Payment Schemes
  ➢ Prescriber is offered, paid, solicits or receives unlawful payment to induce or reward the prescriber to write prescriptions for drugs or products.

• Script Mills
  ➢ Prescribers write prescriptions for drugs that are not medically necessary, often in mass quantities, and often for patients that are not theirs. These scripts are usually written, but not always, for controlled drugs for sale on the black market, and might include improper payments to the prescriber.

• Theft of Prescriber’s Drug Enforcement Agency (DEA) Number or Prescription Pad
  ➢ Prescription pads and/or DEA numbers stolen from prescribers. This information could illegally be used to write prescriptions for controlled substances or other medications.

Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.4
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Wholesaler Examples

- **Counterfeit, Impure Drugs through Black Market**
  - Black Market includes fake, diluted, expired, illegally imported drugs, etc.

- **Diverters**
  - Individuals who illegally gain control of discounted medicines and mark up the prices and move them to small wholesalers.

- **Inappropriate Documentation of Pricing Information**
  - Submitting false or inaccurate pricing or rebate information.

*Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.5*
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Beneficiary Examples

• Identify Theft
  ➢ Using a member’s I.D. card that does not belong to that person to obtain prescriptions, services, equipment, supplies, doctor visits, and/or hospital stays.

• Doctor Shopping
  ➢ Visiting a number of doctors to obtain multiple prescriptions for painkillers or other drugs. Might point to an underlying scheme (stockpiling or black market resale).

Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.7
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Pharmaceutical Manufacturer Examples

• **Illegal Off-label Promotion**
  ➢ Promotion of off-label drug use

• **Illegal Usage of Free Samples**
  ➢ Providing free samples to prescribers knowing and expecting prescriber to bill Medicare for the sample

• **Kickbacks, Inducements, Other Illegal Payments**
  ➢ Inappropriate marketing or promotion of products reimbursable by federal health care programs
  ➢ Inappropriate discounts or educational grants

*Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.6*
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**Plan Sponsor Examples**

- **Payments for Excluded Drugs**
  - Receiving payment for drugs not covered by the Plan Sponsor’s formulary

- **Marketing Schemes**
  - Offering beneficiaries a cash payment as an encouragement to enroll in a Medicare Plan
  - Unsolicited door-to-door marketing
  - Use of unlicensed agents
  - Enrollment of individual in a Medicare Plan without such individual’s knowledge or consent
  - Stating that a marketing agent/broker works for or is contracted with the Social Security Administration or CMS

*Source:* Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.1
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Pharmacy Benefits Manager (PBM)/Pharmacy Examples

- **Prescription Drug Switching**
  - PBM receives a payment to switch a beneficiary from one drug to another or influence prescriber to switch patient to a different drug

- **Prescription Drug Splitting or Shorting**
  - PBM mail order pharmacy intentionally provides less than the prescribed quantity, does not inform the patient or make arrangements to provide the balance and bills for the fully-prescribed amount
  - Splits prescription to receive additional dispensing fees

*Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.2*
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Billing Examples

- Inappropriate Billing Practices
  - Billing for services not provided
  - Misrepresenting the service that was provided
  - Billing for a higher level than the service actually delivered
  - Billing for non-covered services or prescriptions as covered items

Source: Prescription Drug Benefit Manual, Chapter 9 – Part D Program to Control Fraud, Waste and Abuse (Rev.2, 04-25-2006), Section 70.1.3
Federal Fraud, Waste and Abuse Laws

- **False Claims Act:** Prohibits any person from knowingly presenting or causing a fraudulent claim for payment.

- **Anti-Kickback Statute:** Makes it a crime to knowingly and willfully offer, pay, solicit, or receive, directly or indirectly, anything of value to induce or reward referrals of items or services reimbursable by a Federal health care program.

- **Self-Referral Prohibition Statute (Stark Law):** Prohibits physicians from referring Medicare patients to an entity with which the physician or a physician’s immediate family member has a financial relationship — unless an exception applies.
Reporting Potential Fraud, Waste and Abuse

Everyone has the right and responsibility to report possible fraud, waste or abuse. Report issues or concerns to:

• Your organization's compliance officer or compliance hotline and/or
• The compliance officer or compliance hotline of the applicable Plan Sponsor(s) with whom you participate; compliance hotline numbers are available on each Plan Sponsor’s websites and/or
• 1-800-MEDICARE

Remember:
You may report anonymously and retaliation is prohibited when you report a concern in good faith.
Fraud, Waste and Abuse Resources

Federal government websites are sources of information regarding detection, correction and prevention of fraud, waste and abuse:


Training Completed

• Congratulations! You’ve completed the compliance training.

• Please report back to your organization that you have completed this training. This step is important. Your organization is required to keep a log of who completed the training.
Acknowledgement of Annual Fraud, Waste and Abuse Compliance Training

The Centers for Medicare and Medicaid Services (CMS) recently announced a new training requirement for all employees that work for “organizations that provide health care services or administrative services for a Medicare-eligible individual under the Medicare Advantage or Medicare Part D programs.” Our agency falls within this category.

All employees of International Quality Homecare, International Quality PCA Services, Alpha Services, and affiliated companies must complete this training. This includes direct care staff (such as PCAs, HHAs, Homemakers) as well as Nurses and Management.

By signing below, you acknowledge that you have received, read, and understand this mandatory training, which is available as a training printout from the corporate and all branch offices or online at our company website at www.alphaiqh.com under the Employees link located on the left hand side of our homepage.

**This training must be completed by all employees by Thursday, October 15th, 2009. This means that a signed copy of this Acknowledgment must be in every employee’s file by that date.**

Employee Name: ____________________________

Position/Location:____________________________

Signature: ___________________________   Date: _____________

Once you receive the training, sign this acknowledgement and drop it off to your local office. You can also mail or fax it.