



2002 National Health Care Fraud and Abuse

Control Program Conference

New York State
OPERATION RESTORE
TRUST

Information Provided By Empire Medicare Services

Presenters: Ginger Slionski & Karen Lewis

CMS

CENTERS for MEDICARE & MEDICAID SERVICES

A decorative graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

What we will cover today. . .

- **ORT overview**
- **ORT in New York State**
- **Project Goals & Objectives**
- **Referral Process**
- **Review Tracking Screens & ORT Database**
- **Latest Scams**

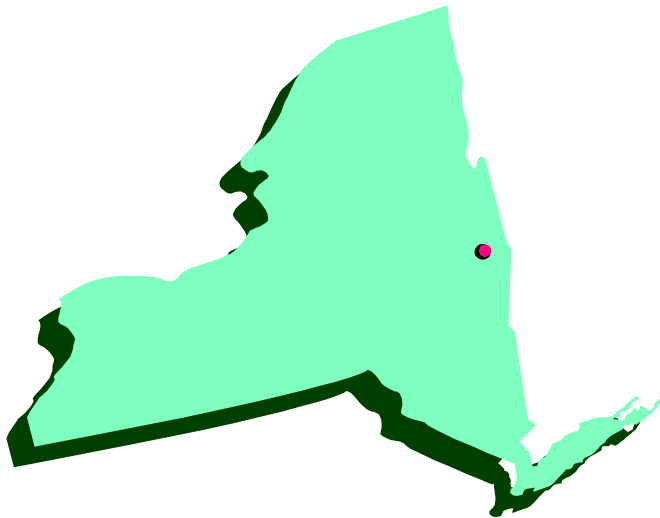
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Operation Restore Trust Overview

- **Began in 1995 as a 2-year demonstration project that developed innovative ways to fight fraud, waste, and abuse in the five states with the largest Medicare and Medicaid benefit payments - New York, California, Illinois, Florida, and Texas**
- **Accounted for 33% of all Medicare beneficiaries and 38% of all Medicare payments in the USA**



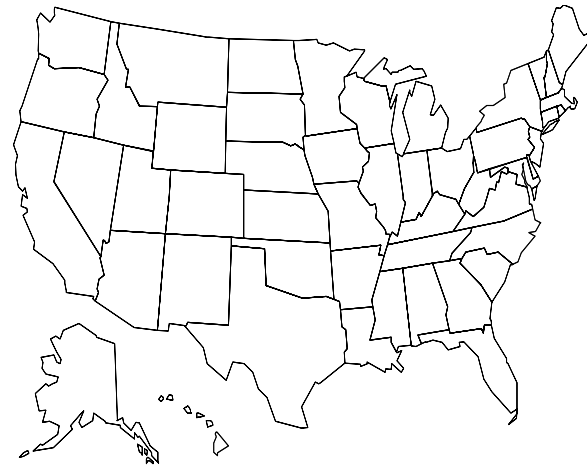
What is Operation Restore Trust (ORT)?



- **Partnership model in fighting fraud and abuse in Medicare & Medicaid**
- **Results improve if agencies work together!**
- **Governor George E. Pataki convened a state work group chaired by the State Long Term Care Ombudsman Program (LTCOP)**

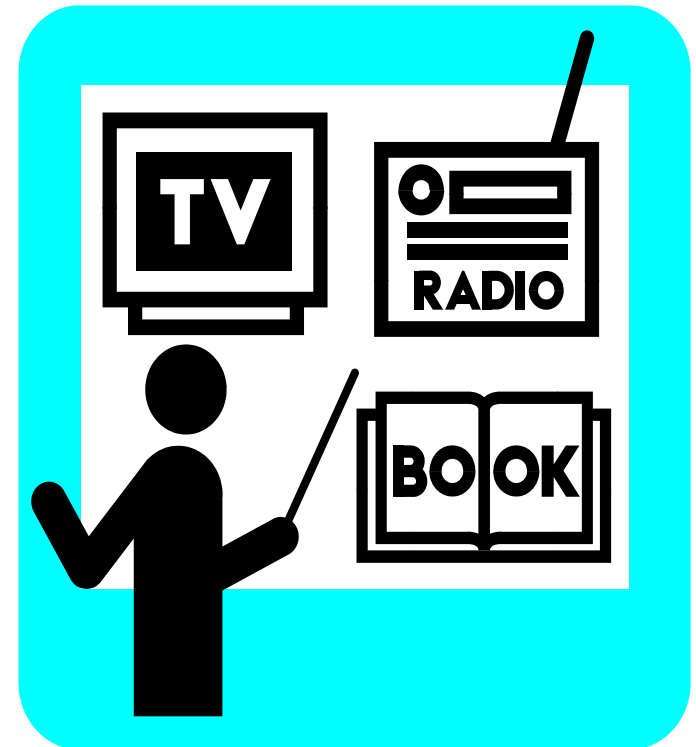
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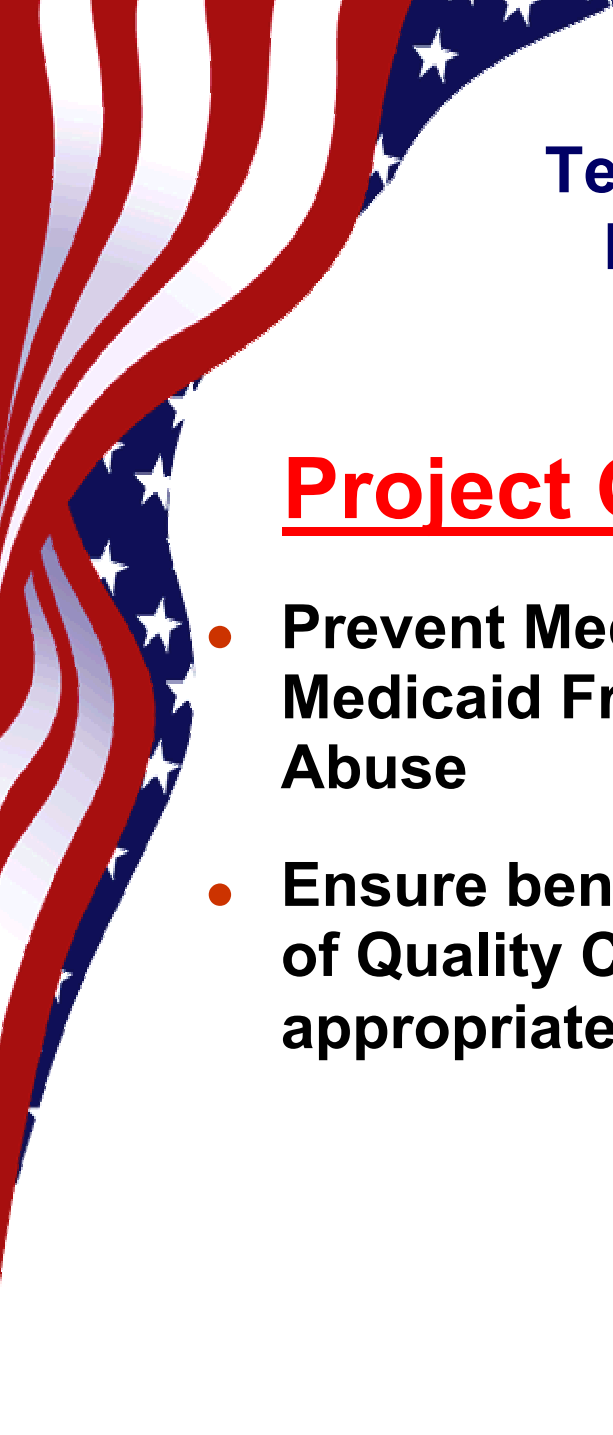
- **51 Harkin Projects**
- **45 States**
- **Puerto Rico**
- **Washington, D.C.**



ORT in New York State

- As a result of the efforts of Operation Restore Trust, approximately 250,000 individuals have received the anti-fraud waste and abuse message
- NYS - \$73,201,200 dollars identified in healthcare fraud & Abuse (double billing Medicare/Medicaid)
- NYS - 2001 - \$12,400,000 dollars identified



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**Ten cents out of every dollar spent for
Medicare & Medicaid is lost due to
Fraud & Abuse!**

Project Goals

- **Prevent Medicare & Medicaid Fraud & Abuse**
- **Ensure beneficiaries of Quality Care and appropriate services**

Training Objectives

- **Identify fraud & abuse**
- **Understand how fraud & abuse affects you and your community**
- **Share information with others on identifying, reporting and preventing health care fraud & abuse**

Not everything is fraud!



- 1. 😊 Most doctors are honest and hard working with the well being of their patients as their top priority
- 2. It only takes a couple of rotten apples to spoil the barrel

Referral Process



- **Empire Medicare Services has agreed to be the clearinghouse for Medicare Fraud & Abuse allegations received as a result of the efforts of Operation Restore Trust**
- **To report suspected fraud - call 1-800-442-8430**

Tele-Interpreters



- **24 hour telephone language service**
- **Non-English speaking beneficiary or provider**
- **Can access over 150 languages**
- **Conference call with interpreter and non-English speaker**

Beneficiary ICOR Phone Tracking Screen



Caller Number:

OK

Cancel

Caller Name:

Enter Remark on ICOR?

(If Not Bene)

Reroute/Pend DCN? No Yes

No Yes

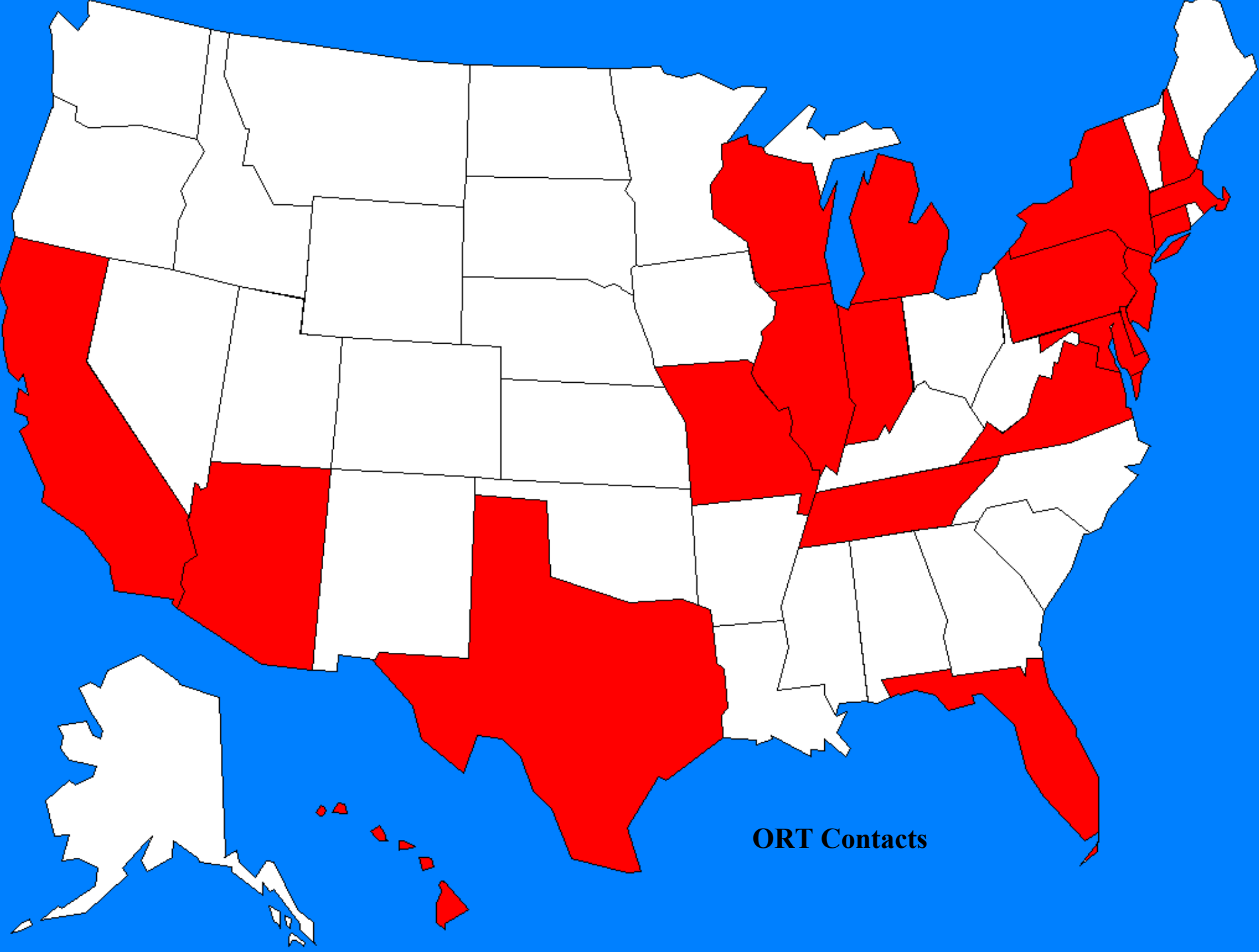
- Address Change/Verification
- Alzheimers
- BSP
- Billing/Payment/Policy Question
- Call Back
- Claim Status Request
- CrossOver Issues
- Data Match Inquiry
- Deductible Status
- Development Responses (ADS)
- DME
- Eligibility Info/Request
- E/M and Flu Rebundling

FRAUD AND ABUSE

- Fraud and Abuse Referral
- Operation Restore Trust**
- General/Miscellaneous
Phone #s/Addresses, etc.
- Medicare Plus Choice
- MSN Duplicate Request

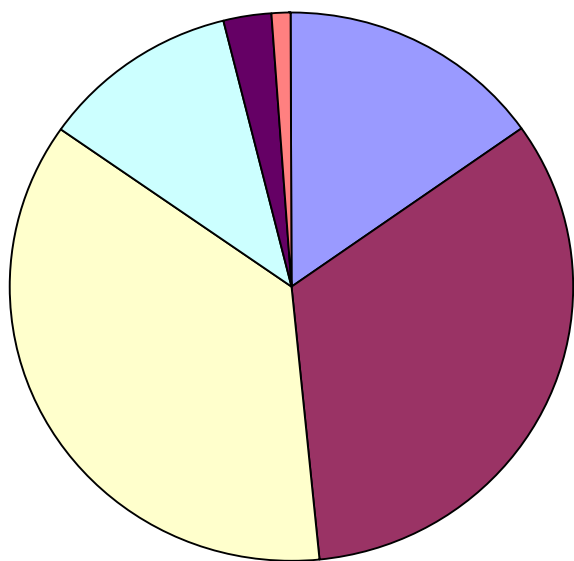
MSP USE ONLY !!!

- ECRS Created
 - MSP Inquiry
 - MSP File Update
 - Multiple Inquiries
 - No Provider Number
 - Outpatient Prospective Payment (OPPS)
 - Privacy Act Not Met
 - Privacy Consent Form Creation
 - Prov Monitoring (Asgn Viol/Man Clm Sub)
 - Psych Inquiry
 - Publications (Medpard/Booklets)
 - Quality of Care Nursing Home WebSite
 - Refer to Senior
- ## SOCIAL SECURITY
- First Referral
 - * 2ND REFERRAL *
 - Telephone Beneficiary Review
(Adjustments Only)
 - Verbal Privacy Consent
 - Written REVIEW Referral-YKT



Operation Restore Trust

January 1, 2002 to August 31, 2002



- Refund to Medicare
- Resolved
- Further Investigation
- Transferred to another carrier
- Part A
- Law Enforcement

\$ 83 Resolved immediately

\$ 39 Resulted in money being refunded to Medicare

\$ 1 Sent to law enforcement - could result in millions of dollars returned to the Medicare system

\$ 29 Transferred to another carrier

\$ 92 Further Investigation

\$ 7 Part A

Date Received

[Redacted]

Caller Name

[Redacted]

DCN

[Redacted]

Phone Number

[Redacted]

Origin of Allegation

[Redacted]

From

[Redacted]

Type of Allegation

ORT Allegation

Remarks

Name

[Redacted]

Referred to Other Agency?

If Yes, Explain:

[Redacted]

Address

[Redacted]

City

[Redacted]

Status:

[Redacted]

ZIP

[Redacted]

Status Date

[Redacted]

Money Contested

\$0.00

Provider Number

[Redacted]

Money Recovered

\$0.00

Provider Name

[Redacted]

Follow Up Information

[Redacted]

Operation Restore Trust Database

- Created at Empire Medicare Services to track all allegations received as a result of our participation in ORT
- Query capabilities for -
 - Date range
 - Medicare Number
 - Money
 - Status
 - Zip Code
- Our participation in project ORT began in June 1997
- Allegations received to date is 515



Latest Scams . . .

- \$ Allegation of **illegal blood Glucose test strips** being sold in this country - resulting in false readings
- \$ Individual returning home from the hospital receives visitor claiming he was **sent by Medicare to help organize her hospital papers**. How did he know she had been in the hospital? Person with Medicare was robbed
- \$ Medicare beneficiary **receives supplies never ordered** by his physician
- \$ Beneficiary receives call stating that **SSA is issuing new Medicare cards** because of the tragedy at the World Trade Center (computers were lost) - beneficiary was asked their Medicare number
- \$ **Thousands of dollars in checks made out to doctor for home visits** - Medicare never billed
- \$ Security Guard at assisted living alerts Medicare that individuals are trying to gain access to Medicare numbers by **asking residents to fill out surveys** - including their Medicare numbers
- \$ **“Free” mud therapy offered to Medicare beneficiaries in Non-English speaking communities** - Medicare billed for physical therapy



Operation Restore Trust

Join the Team! Help Stop Health Care Fraud, Waste and Abuse!

Empire Medicare Services is proud to be a part of Governor George E. Pataki's Operation Restore Trust State & Federal Workgroup. Our goal is to fight fraud & abuse in Medicare and Medicaid and to maintain the integrity of these two programs.

Billions of dollars a year are lost to health care fraud. You can help stop fraud and abuse in the Medicare system! Read your Medicare Summary Notice carefully - report any suspected fraud to Empire Medicare Services at **1-800-442-8430.**

Remember – when in doubt, let Medicare check it out!

For additional information on Operation Restore Trust, contact:

Ginger Sliński, Outreach Coordinator

Empire Medicare Services

(631) 244-5211 or 1-800-442-8430 and ask to be transferred to extension 5211

OR

Karen Lewis, Operation Restore Trust Representative

(631)-244-5344 or 1-800-442-8430 and ask to be transferred to extension 5344

Let's take a look to the future...

- 2010 first wave of baby boomers will begin to turn 65
- Estimated enrollment in Medicare will be 52 million
- Estimated Medicare spending - \$420 billion

