



FRAUD AWARENESS FOR MEDICAL SUPPLIERS

Recently, Alberta Blue Cross has identified irregular claiming patterns within the medical supplier community. To avoid compromising your provider eligibility status with Alberta Blue Cross, please be aware of the following:

- Providers must never obtain signed blank claim forms to submit on a plan member's behalf. Unless the medical supplier is providing life-sustaining equipment, plan members must pay for their products in full and are responsible for submitting their own claims.
- Invoices cannot be issued for products or services not provided to the patient.
- When patients reach their plan maximum for a particular product or service, they cannot be invoiced for another product or service to offset the cost. Providing one product or service and invoicing for another is considered fraud.
- Verify the patient's identity through a form of photo identification as well as their Alberta Blue Cross identification card.
- Providers cannot provide patients with purchase incentives. In some circumstances, purses, designer shoes and even cash incentives are offered to patients in exchange for their purchase of medical equipment.
- Compression stockings are specialized hosiery designed to help prevent against venous disorders. To be eligible for coverage, they must have the appropriate pressure gradient (e.g. >30) for the patient's needs.
- Alberta Blue Cross does not provide coverage for stock item (off-the-shelf) footwear. Alberta Blue Cross covers custom-made orthopaedic shoes and/or the cost of the adjustments to stock item footwear, but **does not** cover the cost of the stock item footwear itself. Should a patient require footwear for their orthotics, the footwear should be itemized separately on the invoice and cannot be included in the claim amount for the orthotic.



HOW YOU CAN HELP

If you suspect any suspicious activity from plan members or providers, please report it immediately by calling the Alberta Blue Cross Fraud, Privacy and Ethics Reporting Service hotline toll free at 1-866-441-8477 or through Alberta Blue Cross's web site at <http://www.albertabluecross.confidenceline.net>. All information will be kept strictly confidential. Suspicions of fraudulent activity may also be reported anonymously to:

Fraud Tips, c/o Claims Assurance Services
Alberta Blue Cross, 10009-108 Street NW
Edmonton, AB T5J 3C5

Thank you for your cooperation. If you have any questions, please contact Alberta Blue Cross Health Provider Services at 780-498-8083 (Edmonton and area) or 1-800-588-1195 (toll free).