



FRAUD AWARENESS FOR MASSAGE THERAPY PROVIDERS

Alberta Blue Cross has identified irregular claiming patterns within the massage therapy community. These activities include, but are not limited to, the following:

- Providing receipts and/or claiming esthetic services (e.g. facial treatments) or non-therapeutic massages as massage therapy treatments. Esthetic services and non-therapeutic massages are not covered by Alberta Blue Cross.
- Providing receipts and/or submitting claims for services never rendered to the patient.
- Providing receipts and/or submitting claims prior to services rendered. This includes giving gift cards or in-clinic credit for future services. Claims must only be submitted after or at the time of service.
- Providing invoices and/or submitting claims under a spouse or dependant's name when the patient receiving the service has reached his or her benefit maximum.
- Providing invoices and/or submitting claims for another type of service once plan maximums have been reached.
- Submitting claims for missed or cancelled appointments. Cancelled appointments do not constitute a rendered service and cannot be claimed.
- Providing receipts and/or submitting claims for patients without verifying identification. Ensure you certify patients' identities through a form of photo identification as well as their Alberta Blue Cross identification card.
- Registered clinics claiming for services rendered by ineligible practitioners. As defined in the online agreement, eligible providers are qualified, licensed and operate within the principles of a governing professional college and/or association as recognized by Alberta Blue Cross. They also operate within the laws of the province where the services are delivered. Registered clinics can only claim for services rendered by eligible providers that meet the above criteria.

To avoid compromising your provider eligibility status, please be aware that Alberta Blue Cross actively investigates and pursues fraudulent activity and has measures in place to detect and combat fraud. Alberta Blue Cross also pursues civil and criminal prosecution where evidence indicates fraudulent activity has occurred and restitution is warranted.

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It is Alberta Blue Cross's expectation that providers keep supporting documentation and records for all claims submitted to Alberta Blue Cross. This documentation must include the following:

- The client's name and ID number.
- The date, time and duration of treatment.
- The fee for treatment.
- The results from assessment techniques used by the therapist.
- A summary of techniques used and areas treated.

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 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

Online claims

If you've registered to provide online claim submissions to your patients, you've accepted the Alberta Blue Cross Online Services Billing Agreement. By accepting this agreement, you've assured us that all claims submitted to Alberta Blue Cross are authentic and constitute an accurate account of services rendered and charges billed. You have also consented to a number of other clauses including, but not limited to, post claim audit reviews, on-site audits, requests for information or documentation to support claims and retention of claim records for a period of two years.

If you wish to review the terms of the agreement, please visit
<https://www.ab.bluecross.ca/secure/pdfs/provider-terms-of-use.pdf>.

Please note that non-compliance with the terms of the agreement will result in the termination of your online billing privileges. In addition, if we find that you knowingly participated in fraudulent claims activity, you may face criminal charges.

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).