



Australian Government
Department of Health

Health Provider Compliance

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Department of Health



Roles and Responsibilities

- The provider compliance function moved from the Department of Human Services (DHS) to the Department of Health in October 2015.
- Public compliance remains with DHS.
- Communication and questions regarding claims should continue to be directed to DHS.
- DHS Medicare provider enquiries:
 - Phone: 132 150
 - Email: medicare.prov@humanservices.gov.au



Health Provider Compliance Division

Purpose

To promote the sustainability of Australia's health system by protecting the integrity of health programs through prevention, identification and treatment of misuse, fraud & inappropriate practice by health providers and suppliers.



Health Provider Compliance Division

Objective

To ensure:

- correct payment of benefits to an
- eligible patient for an
- eligible service by an
- eligible practitioner
- in accordance with the
 - *Health Insurance Act 1973* (Medicare Benefits Schedule)
 - *National Health Act 1953* (Pharmaceutical Benefits Schedule)
 - *Dental Benefits Act 2008* (Child Dental Benefits Schedule)



Our Compliance Model

• Fraud



Fraud and deliberate non-compliance

Enforce

Criminal Prosecution

• Inappropriate practice

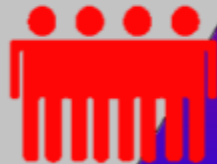


Opportunistic non-compliance

Deter

Practitioner Review Program

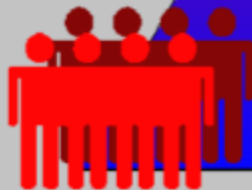
• Incorrect claiming



Accidental non-compliance

Help

Targeted Feedback



Compliance

Support

Education



Treatment and Management of non-compliance

Activities to reduce errors, to prevent misuse and address fraud through appropriate treatment and recovery action include:

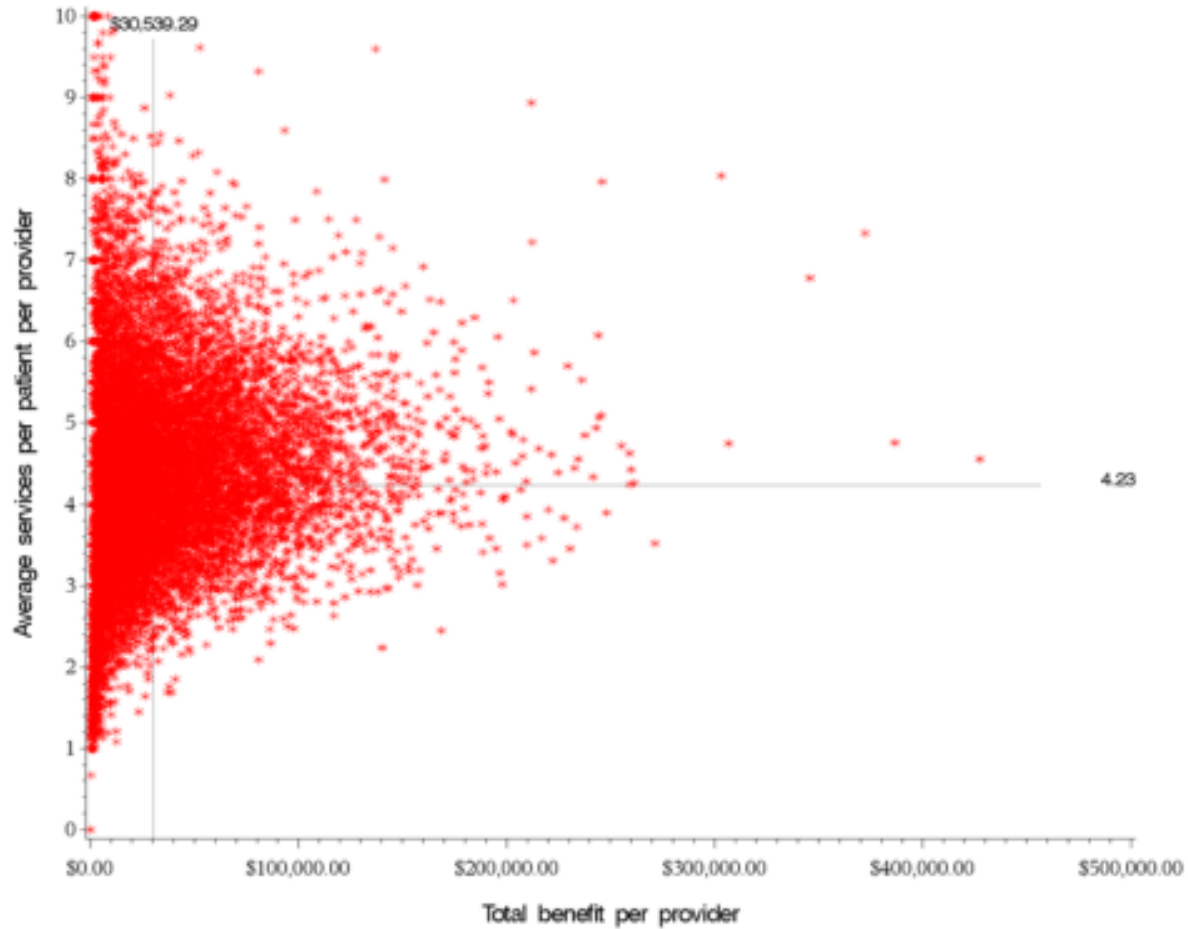
- Audits and reviews
- Practitioner Review Program
- Investigations
- Education and behavioural interventions

Cases are generated through:

- Data analytics
- Tip-offs



Data Analytics





Tip Offs

In February 2016 the department launched the Health Provider Compliance Hotline.

Tip-offs can be lodged by:

- Telephoning the Provider Compliance Hotline on 1800 314 808
- Email at health.provider.compliance@health.gov.au
- Web form under the 'reporting suspected fraud' quick link on the home page of the department's website www.health.gov.au



Fraud Investigations

- 190 fraud investigations in 2015-16
- 35 matters referred to the Commonwealth Director of Public Prosecutions
- 46 cases resulted in successful prosecution outcomes



Practitioner Review Program

- Investigation of inappropriate practice e.g. 80/20 rule
- May result in the referral to Professional Services Review (PSR)



Provider Education

Health Professional Guidelines (HPGs)

Developed in consultation with peak bodies, HPGs support providers in ensuring they maintain the right documentation to substantiate services.

- At 30 June 2016 there were 19 HPGs published on the Department of Health's website
- [www.health.gov.au/Health Professionals/Health Provider Compliance/Health Professional Guidelines](http://www.health.gov.au/Health%20Professionals/Health%20Provider%20Compliance/Health%20Professional%20Guidelines)

Health Compliance Professionalism Survey

- In 2015-16 the department received completed surveys from 409 health providers, showing an overall satisfaction level of 91.1 per cent.



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Thank you

Questions?