



Member Fraud, Waste and Abuse Awareness Bulletin

March 2017

Think about it...

- Why would a patient with sunburn infection require blood glucose tests and get antihistamines (for allergies) - not antibiotics (for the infection) there-after??
- Or why would a patient having an asthma attack be required to undergo urgent pregnancy tests
- Or, worse still, why would a 2 year old consistently need a visit to an emergency centre twice a week (for 15 weeks!), only to get the same antibiotic suspension each time?? Clearly the problem is not being addressed, and the suspension is not necessary (or the visits never occurred – what parent would do such to their child!).

No doubt our doctors know more than we do, but your health is also your responsibility. Understand the services/ medications being presented, research your condition, and talk to your doctor.

What is over-servicing?

Simply put, over-servicing is rendering and billing for services that are not necessary. This depletes the patients' medical cover and possibly jeopardises their health, and is fraud (waste, abuse).

For the boffins - Over-servicing or overutilization is the supply, provision, administration, use or prescription of any treatment or care (including diagnostic and other testing, medicines and medical devices) which is *medically and clinically not indicated*, *unnecessary or inappropriate* under the circumstances or which is not in accordance with the recognised treatment protocols and procedures, without due regard to both the financial and health interests of the patient.'

The result

- Exhausted benefits (and frustrated members);
- Possible harm to one's health as they receive unnecessary medication;
- Higher costs for the medical aid, leading to more stringent (possibly inconvenient) measures to safeguard the fund

Be interested in the details regarding your health...



Play your part. Report all cases of known and suspected fraud (waste, abuse) to our **independently administered** "Tip offs anonymous" HOTLINE, toll free

Telone : 0800 4100 1/ 3-6;
Econet : 0808 5500, 4461;
Netone : 0716 800 189/190;
Telecel : 0732 220 220, 0732 330 330;

Fax : 0800 4146
E-mail : reportszw@tip-offs.com;
Website : www.tip-offs.com
Post : The call Centre, PO Box HG 883, Highlands, Harare

Ensure to include details (who, when, how, what, document references/copies) in your tip-off to allow expedited response to the matter. **Remember, together we make a difference.**