



Service Provider Fraud Awareness Bulletin

FRAUDFACTS

Fraud is a violation of trust that, in general, refers to an intentional act committed to secure personal or financial advantage. Cimas has a 0% tolerance to fraud, no matter the amount. Cimas values and supports whistleblowers!

DID YOU KNOW?

The demand for kickbacks by employees ranks among the top 10 fraud concern areas in medical aid societies.

A kickback is a form of negotiated bribery in which a commission is paid to the bribe-taker in exchange for services rendered. Generally speaking, the remuneration (money, goods, or services handed over) is negotiated ahead of time. The kickback varies from other kinds of bribes in that there is implied collusion between agents of the two parties, rather than one party extorting the bribe from the other. (Wikipedia)

*Cimas believes in a great customer experience, and you as a service provider are our partners in delivering this very important mandate. Cimas, thus, has no business frustrating service providers when they seek our services.

SO WHAT DOES CIMAS FRAUD HAVE TO DO WITH ME?

Cimas boasts to be among the compliant medical aids when it comes to paying claims within 60 days. This process is a self-driven motivation for the organization, and you do not have to pay any kick-backs to receive the good/ timely service you deserve.

We believe in open dialogue with service providers and accordingly, any errors/ issues noted on claim forms are communicated officially, on time and in detail to avoid any similar delays in future. No favours required there. This is also true for online registrations or any other services required from Cimas.

Help us curb the issue of kickbacks to promote good honest business by reporting any employees/ other service providers soliciting for kickbacks as the means of obtaining assistance/ service.



Who to tell?

Report all cases of known and suspected fraud 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.**