



Website 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!

COMMON SCHEMES BY SERVICE

- Submitting claims for services that have not been rendered to patients.
- Misrepresenting dates, tariff times, location of service delivery.
- Incorrect reporting of diagnoses or procedures (procedures may be duplicated/ unbundled, unnecessary procedures done), up-coding.
- Dispensing doctors and pharmacies provide members with low cost generic medicines and claim for higher cost brand name medicines.
- Over utilization of services/ over-servicing.
- False or unnecessary issuance of prescription drugs.

COMMON SCHEMES BY STAFF

- Soliciting for a kickback resulting in fraudulent claims being processed.

COMMON SCHEMES BY MEMBERS

- Members, in collusion with doctors and hospitals, submit claims for false hospital admissions, in order to benefit from the claims payment.
- Card loaning – allowing a non-Cimas member to use your card.



WHAT'S YOUR PART IN ALL OF

1. Let's ALL Say no to corruption

2. As a service provider

- Only claim for services actually rendered
- Render those services to actually treat the ailment (no pregnancy tests for asthma attacks)
- Consider the member benefits and do not overprice your drugs/services
- Report any employees/ members soliciting to collude with you

3. As a member

- Be involved and understand your diagnosis and treatment
- "Shop around" for options
- Review your signed claim form and request a copy for future reference
- Review your Cimas statements
- Report any service providers/ employees soliciting to collude with you

4. As a Cimas employee

- Adhere to your ethics commitment signed on engagement
- Report any service providers/ members soliciting to collude with



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.**