

# Prevention of Fraud and Financial Abuse & Exploitation

# Definitions

- ▶ **Abuse-** when someone brings injury, restriction, intimidation, punishment, mental suffering, sexual abuse, or exploitation to you.
- ▶ **Neglect-** means someone has failed to provide you with reasonable care such as food, clothing, shelter, medical care, personal hygiene, and protection from harm.
- ▶ **Exploitation-** is when someone deprives, defrauds or otherwise takes your money or personal property in an unfair way, against your will, or without your consent or knowledge for his or her own benefit
- ▶ **Other types of abuse-** **Abuse can include intentional service interruption** and failure to provide medications as prescribed by your physician... if those actions place your health or welfare at risk.

# Examples

- ▶ Home care fraud can include:
  - **Insurance billing and benefits claim fraud** – billing for care, services, or supplies never received.
  - **Elderly and at-risk abuse** – typically committed by family members where medical care benefits and financial support are diverted away from the recipient and into the hands of unscrupulous individuals.
  - **Compliance and regulatory fraud** – including enrolling individuals who were not in need of home care services in order to bill hospitals and Medicare/Medicaid for unneeded services.
  - **Fraudulent accounting** – including false billing, false tax claims, and many other forms of illegal accounting practices.
  - **Fraud in background checks** – falsifying background checks of home care workers or failing to ensure adequate background checks were conducted in the first place.

# Preventing Fraud

- Training programs to help staff members identify potentially hostile or dangerous situations and individuals.
- So-called “windshield surveys”, where caregivers assess a neighborhood or residence by recording what is observed in the area.
- Reviewing crime reports for a given service area.
- Ensuring adequate communication between caregivers and staffing agencies or law enforcement personnel, employing radio and cellphone equipment to help caregivers seek help when needed.
- Assessing individual households for safety, including physical hazards, prior to enrolling patients for home health care services.
- Instructing caregivers to leave residences or situations where they feel unsafe.
- ▶ Implementing zero-tolerance policies for any instance of workplace violence, and clearly conveying those policies to clients