

Australian Health Insurance Association

**Claims
Leakage**



and



Fraud

Forum 2010



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COMMITTEE

Claims Leakage and Fraud Forum Organising Committee

Keith Joyce
(Medibank Private)

Michael Douman
(BUPA)

Greg Kovacs
(AHIA)

Tammy Ware
(GMHBA)

Nigel Saines
(Queensland Teachers Union Health)

Julie Macey
(HCF)

Luke Givney
(HCF)

Conference Logistics



AHIA 2010 Conference Secretariat

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HOST



The AHIA currently has 21 nationally registered member organisations, which collectively represent approximately 94 percent of persons covered by health insurance.

The principal objective of the Association is to advance the interests of its members and their contributors at every opportunity in relations with governments, the media, and other organisations involved in the health care field.

It also provides an information and advisory service in relation to issues affecting health financing and maintains, on an industry basis, ongoing relationships with other professional groups and industry associations.

AHIA's Chief Executive Officer is The Hon Dr Michael Armitage.

AHIA's President is Mr Richard Bowden, Managing Director of Bupa Australia Group (comprising Bupa Australia Health Pty Ltd and MBF Australia Pty Ltd) and has been President since October 2008.

Mr Richard Bowden

President
Bupa Australia Health

Mr Rob Bransby

Vice-President
HBF Health Funds Inc

Ms Colleen McGann

Vice-President
St Lukes Health

Mr Mark Fitzgibbon

NIB Health Funds Limited

Mr Mark Valena

GMHBA

Mr Bruce Beatson

Latrobe Health Services Inc

Mr Rohan Mead

Australian Unity Health Ltd

Mr Rob Seljak

Queensland Teachers' Union Health

Mr Byron Gregory

HealthPartners

Mr Bruce Levy

Medibank Private Limited AHM

Dr Shaun Larkin

Hospital Contributions Fund of Australia

For full details of the AHIA please refer to the Association's website (www.ahia.org.au)

GENERAL INFORMATION

Venue

Shangri-La Hotel, Sydney
176, Cumberland Street,
The Rocks, Sydney
Phone: (02) 9250 6000

Accommodation

Shangri-La Hotel Sydney
Phone: (02) 9250 6000
Fax: (02) 9250 6250

Catering

Catering will be available in the Grand Ballroom Lobby and is included in the registration fee. Please refer to the table below for Claims Leakage and Fraud Forum catering times.

Monday 8 November 2010

Morning Tea: 10.30am - 11.00am
Lunch: 12.30pm - 1.30pm
Afternoon Tea: 2.30pm - 3.00pm

Tuesday 9 November 2010

Morning Tea: 10.30am - 11.00am
Lunch: 12.00pm - 1.00pm
Afternoon Tea: 2.30pm - 3.00pm

Wednesday 10 November 2010

Morning Tea: 10.30am - 11.00am
Lunch: 12.00pm - 1.00pm

Conference Satchel

Each registered delegate will receive a Conference satchel at the time of registration.

Dietary Requirements

If you have advised the Conference

Secretariat of special dietary requirements, please speak to a member of the catering staff during the catering break, or at any of the functions that you may be attending. Catering staff will have a full list of those with special dietary requirements.

Disclaimer

The Conference Committee reserves the right to make changes to the Conference program at any time without notice. Please note that this program is correct at the time of printing.

Disclosure

The Claims Leakage and Fraud Forum is committed to providing an unbiased, balanced and objective educational program.

Duplication/Recording

Unauthorised photography, audio taping, video recording, digital taping or any other form of duplication is strictly prohibited during the Conference sessions.

Evaluation Form

Please take a moment to complete your Conference Evaluation Form and return it to the registration desk on completion of the Conference.

Exhibition

The Conference Exhibition will be located in the Grand Ballroom Lobby of the Shangri-La Hotel, Sydney and will be open at the following times:

Monday 8 November 2010
8.00am - 5.00pm

Tuesday 9 November 2010

8.00am - 5.00pm

Wednesday 10 November 2010

8.00am - 3.00pm

Internet Access

Wireless internet access is available for all delegates of the AHIA National Conference on Tuesday 9 November 2010 and Wednesday 10 November 2010.

Message Board

A Message board will be located near the Registration Desk. If you have a message for a fellow delegate please register it at the Registration Desk and your message will be placed on the noticeboard.

Mobile Phones

Delegates are asked to switch off their mobile phones when attending sessions.

Name Badges

Entrance to conference sessions and the welcome cocktail function will be strictly limited to badge holders only. If you misplace your name badge, please go to the Registration Desk to arrange a replacement.

Registration Desk

The Registration Desk is located in the Ballroom Lobby of the Shangri-La Hotel, Sydney.

The Registration Desk will be open during the following times:

Monday 8 November 2010

8.00am - 5.00pm

Tuesday 9 November 2010

8.00am - 5.00pm

Wednesday 10 November 2010

8.00am - 5.00pm

Smoking

Smoking is not permitted in, or outside of, the session rooms or in the exhibition.

Speakers

Please ensure that you are available in your presentation room at least ten minutes prior to the start of the session and that you have visited the Speakers' Preparation Room to confirm your audio visual requirements at least three (2) hours prior to the start of your session.

The Speakers' Preparation Room is located in Heritage Room 1 and 2 of the Shangri-La Hotel, Sydney.

The Speakers' Preparation Room will be open during the following times:

Monday 8 November 2010

8.00am - 5.00pm

Tuesday 9 November 2010

8.00am - 5.00pm

Wednesday 10 November 2010

8.00am - 5.00pm

SOCIAL PROGRAM

An invitation is extended to all delegates and registered accompanying persons to attend the Welcome Reception to be held in the Pre-Function area of the Conference Venue. Renew old friendships and make new acquaintances as we welcome you to Sydney.

The Claims Leakage and Fraud Forum Conference Dinner

Date: Monday 8 November 2010
Time: 7.00pm- 12.00pm
Dress: Business attire
Venue: The Pavilion, Domain Garden across from Art Gallery of NSW, Sydney

Tickets: Full Delegates: Inclusive
Accompanying Persons: Inclusive

Bus transfers will depart from the Shangri-La at 6.40pm on Monday 8 November 2010.

Sure to be the highlight of the 2010 Claims Leakage and Fraud Forum, the dinner will not only provide a five star dining experience with a memorable night of entertainment, but an opportunity to network in one of the Sydney's most scenic garden settings.

Optional Social Event:

Conference Dinner

Date: Tuesday 9 November 2010
Time: 7.00pm- 11.00pm
Dress: Lounge suit
Venue: Opera House Marquee, Sydney

Tickets: Full Delegates: Inclusive
Accompanying Persons: Inclusive
Additional Tickets: AUD\$195

The 2010 Australian Health Insurance Annual Conference will provide a unique dining experience with a memorable night of entertainment, and an opportunity to network in one of the world's most iconic buildings. Entertainment will be provided by Australia's best known jazz performer James Morrison.

PROGRAM

Monday 8 November

8.00am – 5.00pm Grand Ballroom Lobby	Registration and Exhibition open
9.00am – 9.30am Grand Ballroom I	Conference Opening Dr Michael Armitage CEO, Australian Health Insurance Association
9.30am – 10.30am Grand Ballroom I	Ray Collins Online Marketing Fraud
10.30am – 11.00am	Morning Tea and Exhibition
11.00am – 11.30am Grand Ballroom I	ECLIPSE Anthony Pillai (Medicare Australia)
11.30am – 12.30pm Grand Ballroom I	Michael Douman Detection of hospital fraud and inappropriate claims
12.30pm – 1.30pm	Lunch and Exhibition
Concurrent Sessions	
1.30pm – 2.30pm Grand Ballroom I	Nigel Carson Staff Fraud including Email Forensics
1.30pm – 2.30pm Cambridge Room 3	Stephen Murray Physical Security including the Tronsec presentation
2.30pm – 3.00pm	Afternoon Tea and Exhibition
3.00pm – 5.00pm Grand Ballroom I	Practical session (BYO Laptop) HICAPS, HAMBS
7.00pm-12.00pm	Fraud Forum Dinner - The Pavilion (in the Domain across from the Art Gallery of New South Wales) Buses depart Hotel at 6:40pm

Tuesday 9 November

10.30am – 11.00am
Grand Ballroom Lobby

Morning Tea and Exhibition

11.00am – 12.00pm
Grand Ballroom I

Matthew Fisher (CEO, ADA NSW)
ADA discussing fraud and inappropriate behaviour
of Dentists

12.00pm – 1.00pm
Grand Ballroom Lobby

Lunch and Exhibition

1.00pm – 2.00pm
Grand Ballroom I

Samantha Gavel
PHIO on Investigations

2.00pm – 2.30pm
Grand Ballroom I

TBA

2.30pm – 3.00pm
Grand Ballroom Lobby

Afternoon Tea and Exhibition

3.00pm – 3.55pm
Grand Ballroom I

Jeff Mitchell
Medicare's Professional Review Division address us on
their compliance audit program

3.55pm – 4.50pm
Grand Ballroom I

Michael Douman
Sum Up Session

7.00pm-12.00pm

Optional Evening Dinner - AHIA Conference Gala Dinner
The Sydney Opera House Marquee

Wednesday 10 November

8.30am – 9.00am Registration
Grand Ballroom Lobby

9.00am – 10.30am **Dr Peter Clarke / Julie Heit**
Grand Ballroom I Practical Session - Dentistry and the ADA Schedule

10.30am – 11.00am Morning Tea and Exhibition
Grand Ballroom Lobby

11.00am – 12.00pm **Dr Peter Clarke / Julie Heit**
Grand Ballroom I Practical Session - Dentistry and the ADA Schedule (cont)

12.00pm – 1.00pm Lunch and Exhibition
Grand Ballroom Lobby

SPEAKERS

Monday 8 November 2010

Conference Opening

Speaker: Dr Michael Armitage

Room: Grand Ballroom I

Time: 9.00am – 9.30am

Dr Armitage is the Chief Executive Officer of the Australian Health Insurance Association, the peak body representing health funds in Australia.

Dr Armitage was a Member of the South Australian Parliament from 1989 to 2002, and a Minister from 1993 - 2002. In particular, he held the Health portfolio from 1993 to 1997.

Before entering Parliament, Dr Armitage was in private practice after serving as Paediatric Registrar in Adelaide Children's Hospital and as a House Surgeon for Invercargill New Zealand.

Since leaving Parliament, he was involved in the Super Computer industry, as the Director - Sciences (ANZ) for Silicon Graphics (SGI) before joining the Australian Health Insurance Association as CEO in November 2005.

Online Marketing Fraud

Speaker: Ray Collins

Room: Grand Ballroom I

Time: 9.30am – 10.30am

17 years experience as a police officer in Melbourne Australia having worked as a detective, an intelligence operative and as a criminal court prosecutor. Two years investigating fraud within the NHS as a consultant to an audit agency. Three years as group head of fraud and anti money laundering for PruHealth and PruProtect insurance. Three years as chaired the Health Insurance Counter Fraud Group (HICFG) in the United Kingdom.

Recently in partnership with a technology company has developed fraud investigation management software that manages and measures investigations for both companies and industries.

Originally from Australia I have has spent the past 7 years in the UK and been unfortunate enough to see two Ashes defeats, Kostya Tzsu lose his world title in Manchester , Team Britain out medal us at an Olympics and a loss at the T20 world cup.

ECLIPSE

Speaker: Karen Parsons
Room: Grand Ballroom I
Time: 11.00am – 11.30am

Detection of hospital fraud and inappropriate claims

Speaker: Michael Douman
Room: Grand Ballroom I
Time: 11.30am – 12.30pm

Michael has fourteen years Private Health insurance experience in a number of roles encompassing clinical analysis and fraud, IT, finance, marketing, property, HR, training. He has seven years experience in the public hospital sector involved with planning in acute, rehabilitation and aged care, combined with research in the federal public service in a number of roles. Michael has been Head of Business & Clinical Analysis at BUPA since 2008, having spent 12 years prior to this at MBF as Manager of Business & Clinical Analysis. Between 1989 and 1996 Michael was the Director, Planning & Development for the Alfred HealthCare Group in Melbourne. Michael has also held positions at the Tasmanian Development Authority, Hobart Premier's Department, Hobart Head of Minister's Office, Hobart Charles Sturt University, Wagga James Cook University, Townsville and in the Commonwealth Parliament, Canberra.

Staff Fraud including Email Forensics

Speaker: Nigel Carson
Room: Grand Ballroom I
Time: 1.30pm – 2.30pm

Nigel is responsible for development and provision of specialist computer forensic and electronic discovery services for Korda Mentha in Australasia. Nigel has over 10 years computer forensic investigative experience forged in the Computer Based Evidence Section of the NSW Police Special Technical Investigations Branch.

Nigel has worked on many significant and challenging cases. Some highlights being:

- Universal & Ors v Kazaa (landmark music piracy case against the peer to peer application enabling copyright infringement)
- Woolworths v Olson (watershed IP case re employee moving to competitive business)

- Comcen (landmark decision against ISP for links to copyright infringing music files)
- Foxtel v Modshop (investigation into pay TV card sharing scam)
- Movie Industry v Ripit4me (prosecution re DVD ripping software)
- Village Roadshow & Ors v iiNet (landmark case against ISP re bittorrent copyright infringement)
- Akai v EY (billion dollar damages claim against EY re falsified audit documents)

Further qualifications Nigel holds from around the world include:

- an internationally recognised certification in Computer Search and Evidence Recovery at Canada Revenue;
- the qualification of Encase Certified Examiner (EnCE)
- the qualification of GIAC Certified Firewall Analyst (GCFW)
- the qualification of Microsoft Certified System Engineer. (MCSE)

Physical Security including the Tronsec presentation

Speaker: Stephen Murray
 Room: Cambridge Room I
 Time: 1.30pm – 2.30pm

Further qualifications from around the world:

- an internationally recognised certification in Computer Search and Evidence Recovery at Canada Revenue;
- the qualification of Encase Certified Examiner (EnCE)
- the qualification of GIAC Certified Firewall Analyst (GCFW)
- the qualification of Microsoft Certified System Engineer. (MCSE)

Tuesday 9 November 2010

ADA discussing fraud and inappropriate behaviour of Dentists

Speaker: Matthew Fisher (CEO, ADA NSW)
 Room: Grand Ballroom I
 Time: 11.00am – 12.00pm

ADA NSW Branch is a professional association of dentists in New South Wales and the Australian Capital Territory. Matthew has overseen the growth in ADA NSW Branch Ltd since 2001 growing from ~2700 members to ~4000 members now, representing 85% of registered dentists. The Vision for ADA NSW Branch is “To add value to the

Community”, where our value proposition to the community will be to advocate on their behalf to access services that are safe, of high quality, affordable and ethical. This will be achieved by working with government and other sectors in addition to the membership, to promote leading models of care. Our value proposition to our members will be to provide protection, representation, information and growth opportunities so they can deliver the best possible standard of oral care to the community.

Summary of Qualifications for Matthew Fisher:

1. Doctor of Philosophy 1989 Deakin University, Victoria
2. Graduate Diploma of Dietetics 1987 Deakin University, Victoria
3. High Potential Leadership Program 2008 Harvard Business School Boston, USA

Appointments:

1. Australian Commission on Safety and Quality in Health Care - Primary Care Committee
2. Charles Sturt University - Board of Management School of Dentistry
3. University of Western Sydney Connect - Director (resigned)
4. ADA Inc Committees on National Registration, e-Health and Practice Accreditation

Memberships:

1. Australian Institute of Company Directors
2. Australian Institute of Management
3. Australian College of Health Service Executives
4. Australian Society for Association Executives

PHIO on Investigations

Speaker: Samantha Gavel
Room: Grand Ballroom I
Time: 1.00pm – 2.00pm

Samantha was appointed as Private Health Insurance Ombudsman in April 2008. She originally joined the staff of the Ombudsman in 1997 and has held a number of positions within the office, prior to her current role.

Samantha has a policy background and has worked at a senior level for a number of State and Commonwealth Government bodies, including the Department of Defence. Samantha holds a Bachelor of Arts degree from Sydney University majoring in Archaeology.

Medicare's Professional Review Division Compliance Audit Program

Speaker: Jeff Mitchell
Room: Grand Ballroom I
Time: 3.00pm – 3.55pm

Thomas Zeltner is a Former Director of the Swiss Federal Health Office (BAG). The emphasis of the BAG is the development and implementation of national prevention programmes, the strengthening of Switzerland as a research and business location through modernising of the corresponding laws and ensuring a high-standing, quality healthcare system accessible to all. Since 1991 he has also been representing Switzerland in the World Health Organisation where he was member of the Executive Council from 2000 to 2002. After having finished his studies in medicine in 1974 and in law in 1984 at the University of Berne he had various functions in teaching, research, clinical and administration at Swiss university hospitals and institutes as well as at Harvard University, USA.

Wednesday 10 November 2010

Practical Session- Dentistry and the ADA Schedule

Speakers: Dr Peter Clarke and Juliet Heit
Room: Grand Ballroom I
Time: 9.00am – 10.30am and continued 11.00am- 12.00pm

Peter Clarke

Dr Peter Clarke is the Senior Dental Adviser to Bupa Australia Health Pty Ltd, trading as HBA and Mutual Community. Peter has been in general dental practice in Adelaide's CBD for 16 years and is also a dentist for our Australian Defence Force personnel, having previously spent 20 years as a Navy Dental Officer.

During Peter's 10 years as an Adviser to Bupa Australia Health, his role has involved;

- meeting with dentists to educate them in the correct use of the Australian Dental Association's item number schedule, which usually results in a change of behaviour or in some cases, the identification of fabricated claims
- providing professional input into the setting of the fund's business rules, on which the payment of dental claims is based
- keeping the fund abreast of emerging technologies and trends in dentistry
- represents Bupa Australia Health at an industry level, including the Federal Australian Dental Association, school visitations and various media liaisons

Peter's presentation at the dental workshop will be titled, "Items of Incorrect Use or Abuse". This section of the workshop is purely educational and is designed for claims processors/claims analysts and investigators.

Juliet Heit

Julie Heit is Senior Ancillary Clinical Analyst to Bupa Australia Pty Ltd. Julie has over 20 years experience in dentistry as a Dental Therapist, Dental Surgery Assistant and Dental Practice Manager and over 14 years experience as a clinical and risk management professional in private health insurance.

With this experience Julie has developed proactive and retrospective claims leakage strategies specifically associated with dental and ancillary modalities in the development, integration and management of system supported business and clinical rules of the Funds claiming systems.

Her knowledge and experience has been pivotal in developing strategies in the identification and management of inappropriate and incorrect servicing practices and aberrant behaviours by ancillary health service providers.

These strategies and actions have resulted in substantial savings and recoveries for the Fund and changes in claiming behaviours of providers.

Julie will present at the Dental Workshop with Dr Peter Clarke and will use case studies to highlight the items of incorrect use or abuse.

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Fast claims... on the spot

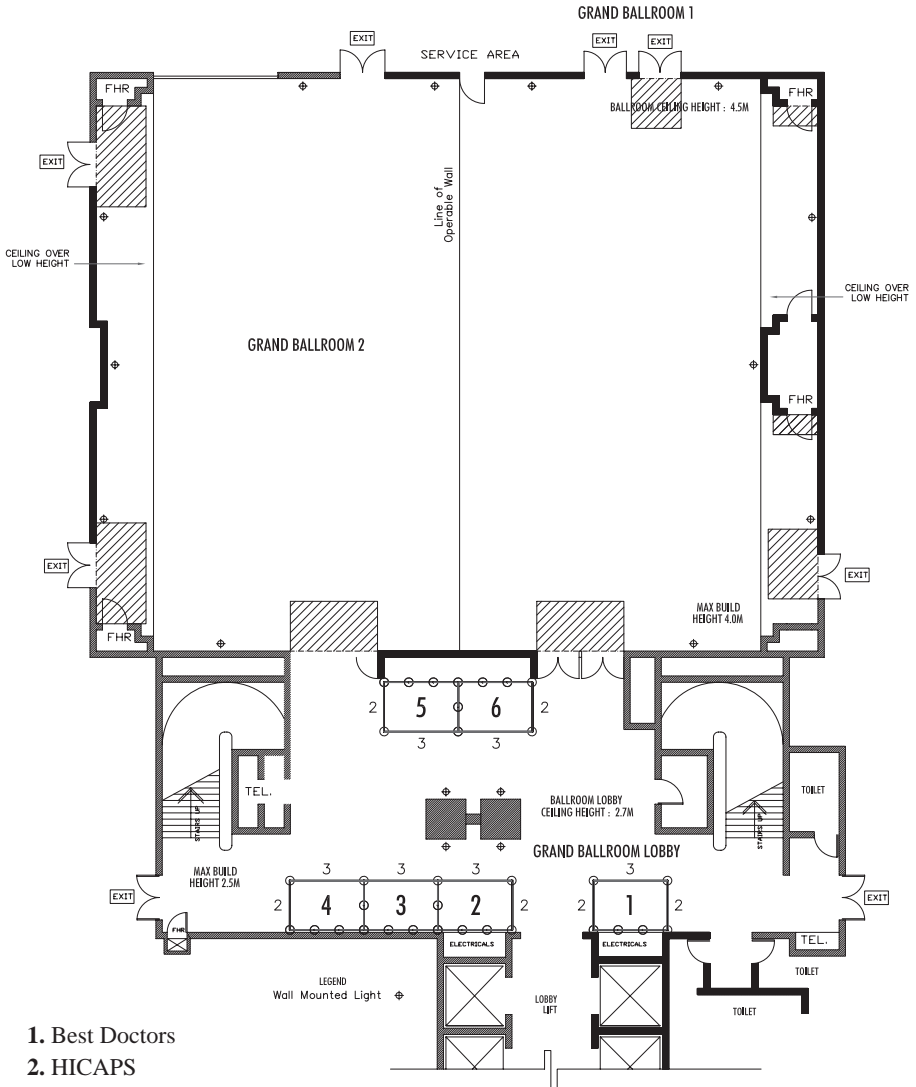
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SPONSOR PROFILES

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HICAPS

HICAPS is Australia's leading electronic claiming service, providing members of participating health fund the convenience of electronic claims (health fund and Medicare Easyclaim) processing and payments at the point of service.

HICAPS can save time and money and deliver real business benefits to health service providers.

The real benefit for patients is convenience! No more queuing at health fund branches and filling in claim forms.

Silver

Advent One

Advent One is a Premier IBM Business Partner and the Australia/NZ distributor of the highly successful Intellinx Fraud and Privacy solution - the focus of this sponsorship of the AHIA Fraud Conference.

Intellinx is a proven deterrent in over 90 organisations worldwide, ranging in size from small to mammoth. Industries using its unique functionality include Healthcare (Insurers & Providers), Banking, General Insurance, Social Security, Law Enforcement and Taxation.

Intellinx offers protection from inappropriate behaviour by users with authorised access to your systems - in Healthcare these are employees, members and providers. Stewardship of sensitive data and exposure to fraud are common denominators leading to adoption of Intellinx.

We offer an obligation free evaluation implementation to HIA Members.

www.adventone.com/compliance.jsp

hibis

CMC-HIBIS is owned and operated by Capital Markets Consulting Pty Limited (CMC), the wholly owned commercialisation arm of the Capital Markets Co-operative Research Centre (CMCRC). CMC-HIBIS has been developed as part of a government, education and industry collaboration in the Capital Markets CRC. The CMCRC has, in conjunction with industry partner SMARTS Group, successfully developed and commercialised surveillance solutions that are used by regulators, exchanges and brokers in over 40 countries. The solutions allow these parties to conduct real-time surveillance to identify

practices that undermine market integrity such as insider trading, market manipulation, and broker-client conflict.

Acxiom

Acxiom is a recognised leader in multichannel marketing services that enables health insurers to successfully manage audiences, personalise member experiences, and build strategies for retention, growth, risk and fraud prevention. Our superior industry-focused, consultative approach combines customer data and analytics, databases, data integration and consulting solutions for personalised, multichannel marketing strategies to encompass individual health fund members.

Bronze


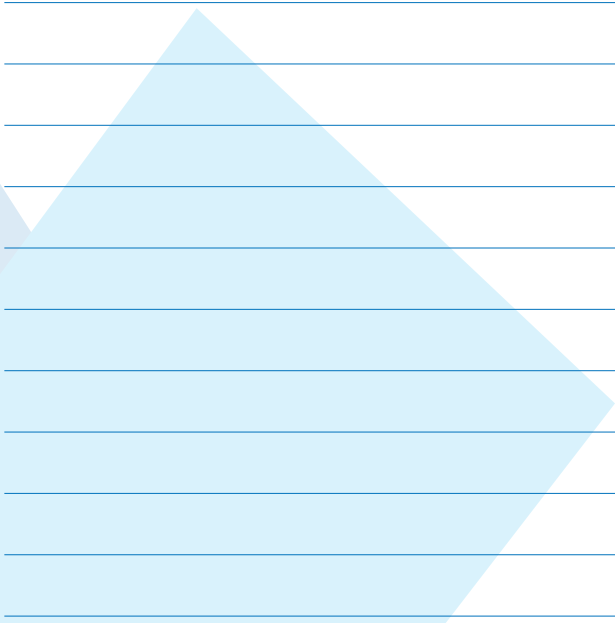

HBF

HBF is Western Australia's largest health insurer with more than 800,000 members. Of all West Australians with private health insurance more than half are insured by HBF. The company was established in 1941 as a WA based, not-for-profit health fund and today also offers travel, car insurance, home and life insurance.

HBF's Vision is to lead the way in improving the health and wellbeing of everyone in the West Australian community and the organisation has a strong focus on community health initiatives. This year over ten thousand West Australians took part in the inaugural HBF Run for a Reason in Perth raising more than \$230,000 for chronic disease charities.

Tronsec

Tronsec Security has been in operation since 2002 servicing clients located throughout Australia. The directors of Tronsec have over 20 years experience in the field of electronic security design, implementation and management on a global scale. Tronsec employs electronic security engineers, installation and service technicians and data programmers. Tronsec specialise in all aspects of electronic security systems, in particular 'total security management solutions' and have a in-house IP based management resource point to provide total security management services for many of our local and National clients. The purpose of the in-house data centre is to provide a total security management service to our clients as a cost effective means to offer a single point of contact for security management, without the need for the client to manage multiple security contractors or services on a state, national or global level.



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