PHA Claims Leakage & Fraud Forum

Methods, Tools & Leakage Staff/Member

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Staff -12

M report

Online vs payroll

Reverse IP/Bank accounts, other

Benefit outlay via online - Provider HICAPS?

Quick change – bank account

Mapping – to Providers

Extend review

Process:

Initial identification --- interview staff within 24 hours

With:

> **Provider confirmations - Payroll – employment, banks account, leave**
>
> **IP detail – noting MPL hardware**
>
> **Video footage**
>
> **All T'Ts at least 2 years**
>
> **Online registration detail, password, cross referenced to T'T**
>
> **Payroll letter to deduct.**

Flag membership/provider

Member - 120

All the above: plus

- Claiming profile, by provider, items, skimming membership,

- Timing – proximity to processing date and date of service

- Annual limit renewals – backdating

- Proximity of join to online reg. to claiming

- Mapping member address to Provider

- Clustering – memberships
  - Same bank branch, similar name, location,

Reports: benefit outlay, lines claimed

Reports

Daily on a rolling week,

Weekly

Fortnightly

Monthly

½ yearly

Yearly

Post payment/Pre payment

Reports - cont

- High claimers

- Frequent claimers,

- By channel – process (OMS, Apps, HICAPS, retail--

- By product – structure, process

- Pricing outside MAP

- Challenges: Volume, influencing, $ value/police action, KPI's, Member centricity---i.e. drop downs,

Conclusion

»? Questions