



Australian Government  
Department of Health

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# Compliance Matters

Department of Health

# Overview

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- Medicare compliance
- Why compliance matters
- Practical ways of ensuring compliance
- Educational resources and important contacts

# Medicare Compliance and the Department of Health

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## ***Health's Vision:***

*“Better health and wellbeing for all Australians, now and for future generations”*

The Provider Benefit Integrity Division is responsible for protecting the integrity of the health programs by ensuring only eligible services are paid for.

To ensure the sustainability of Medicare, we are committed to ensuring that the right person, doctor, specialist, pharmacist or patient, receives the right payment at the right time.

# Medicare – Health and Human Services

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- The provider compliance function moved from the Department of Human Services (**DHS**) to the Department of Health (**DoH**) in November 2015.
- Public compliance and service delivery (eg the payment of claims) remains with DHS.
- Communication and questions regarding claims and interpretation of schedule items should continue to be directed to DHS.
- DHS Medicare provider enquiries:
  - Phone: **132 150**
  - Email: [askMBS@humanservices.gov.au](mailto:askMBS@humanservices.gov.au)

# Our Compliance Model



# Consequences of Incorrect billing

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Incorrect billing under Medicare may result in the following consequences:

- Financial
- Administrative
- Reputational
- Legal

# Case Studies

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## Case 1

- Over a period of four years, a Practice Manager in South Australia, submitted 354 fraudulent claims through the Easy Claim System.
- Over \$40,000 in fraudulent benefits were deposited into two separate bank accounts. As a result, they were prosecuted and sentenced to six months imprisonment.

## Case 2

- In 2014-2015, a medical receptionist in Victoria submitted 746 claims for services that weren't provided to patients at two medical practices.
- She was convicted and sentenced to three years imprisonment.

## Case 3

- Between 6 September 2012 and 18 June 2013, a former medical receptionist in QLD submitted 10 claims for services using a number of providers details from her former place of employment.
- She was found guilty and received a six month suspended sentence with a three year good behaviour bond.

# Practical strategies to reduce the risk of incorrect or fraudulent billing

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Practice Managers have an opportunity to address risks by:

- Having effective administrative recordkeeping in place
- Implementing robust review procedures to make sure Medicare billing activities are compliant
- Promoting knowledge of Medicare billing assurance in the practice
- Taking action if the practice gets it wrong



# Voluntary Acknowledgements

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- A voluntary acknowledgement is when you tell us about an incorrectly claimed MBS or PBS payment you should not have received.
- To do this you can fill out the voluntary acknowledgement of incorrect payments form.
- Health has taken steps to make correcting payments easier and quicker by streamlining this process and there are further enhancements expected in the future.

Call: **132 150**

Email: **Voluntary.Compliance.Team@health.gov.au**

[www.health.gov.au/internet/main/publishing.nsf/Content/voluntary-acknowledgement](http://www.health.gov.au/internet/main/publishing.nsf/Content/voluntary-acknowledgement)

# Find Help

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## Education and Support

[www.mbsonline.gov.au](http://www.mbsonline.gov.au) (Download the latest schedule and subscribe to MBS updates)

[www.health.gov.au](http://www.health.gov.au) (click the “ For Health Professionals” tab)

Includes links to:

- Health Professional Guidelines (HPGs)
- Compliance education and eLearning Modules
- Medicare Billing Assurance Toolkit
- Administrative Record Keeping Guidelines
- Information about compliance processes

### We recommend using our eLearning Programs:

- [www.medicareaustralia.gov.au/compliance/Welcome/index.html](http://www.medicareaustralia.gov.au/compliance/Welcome/index.html)
- [www.health.gov.au/internet/main/publishing.nsf/Content/billing-accurately-medicare](http://www.health.gov.au/internet/main/publishing.nsf/Content/billing-accurately-medicare)

Find Help

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## Ask MBS

Questions and queries regarding **claims and interpretation of item numbers** or the MBS can be directed to Ask MBS:

**DHS Medicare provider enquiries**

Phone: **132 150**

Email: **[askMBS@humanservices.gov.au](mailto:askMBS@humanservices.gov.au)**

# Tip Offs

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You can confidentially report suspected fraud or suspicious activity by health providers against health related programs:

- Call: 1800 314 808
- Email: [health.provider.compliance@health.gov.au](mailto:health.provider.compliance@health.gov.au)
- [www.health.gov.au](http://www.health.gov.au)

# Recap

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- We all play a role in the integrity of health payments which is paramount to the sustainability of Medicare
- The importance of leading a culture of compliance, good systems and recordkeeping
- Mistakes happen, but can be remedied
- Educational resources are available to help

# Part 3: Questions?

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Compliance questions can be sent to:

[compliance.stakeholder@health.gov.au](mailto:compliance.stakeholder@health.gov.au)