

Red Flag Program Training for Staff

Red Flag Medical Identity Theft Overview

What is the Red Flag Program?

The Federal Trade Commission has published a regulation called the Red Flag Program. This rule affects all of us as health care providers. The Red Flag Program was developed to identify, prevent, report and stop medical identity theft. This is defined as a misappropriation of an individual's medical identity by another individual, including is as employees.

What are the key points of the Red Flag Program?

Medical identity theft is the fastest growing form of Identity Theft. It is defined as a misappropriation of an individual's medical identity by another individual. Cases may be intentional or unintentional and may involve an employee. Misuse of medical insurance information, social security cards, and medical record information are some examples of security breaches. The Red Flag Program is similar to HIPAA but not the same as HIPAA.

If an individual seeks medical services with another person's medical insurance card or information; this is Medical Identity Theft and detection of this is called a "Red Flag".

Victims of Medical Identity Theft can find themselves:

- without health insurance;
- with medical bills for services not received;
- and with medical information in their files regarding conditions they do not have and/or treatments they did not receive.

As health care providers we have the responsibility to be alert and detect any medical identity theft, prevent it and know who to report suspicious activity.

How does the Red Flag Program impact how I perform my job?

Detecting risks and protecting patients and their medical identity involves everyone! Be aware of anyone receiving care who may be impersonating someone else. For example, if a client has the same name, insurance information or driver's license as some else; this would raise

suspicions or Red Flags. Shredding of all documents with client information is the best way to prevent the misuse and avoid any Red Flags.

Know who in your BrightStar Healthcare office this alert should be reported. It will be your supervisor and the designated privacy compliance officer.

Transporting client information is dangerous! Even invoices can cause medical identity theft. If you must carry these in your car be certain they are locked in your truck, preferably in a locked bag, at all times.

Who should I speak to if I have questions?

Should you have question about your responsibilities with the Red Flag Program please ask your supervisor, and contact the BrightStar Healthcare privacy compliance officer at your office.