

College Health IPA (CHIPA) has instituted a Claims Investigation team, which includes representatives from the following departments

- Claims
- Network
- Clinical
- Quality Management

The purpose of the Claims Investigation team is to prevent and respond to potential claims fraud and abuse.

If during a claims investigation, CHIPA determines fraud or abuse, **the consequences for a provider may include**

- Loss of income when a monetary refund is requested
- Loss of referrals when a provider agreement is terminated
- Loss of license when fraud or abuse is substantiated

Did you know that claims fraud and abuse occurs daily? In most circumstances the provider was unaware that his/her practices were problematic. However, ignorance is not a defense when it comes to defending a professional license.

Listed below are the most common instances of unintentional claims fraud. CHIPA encourages providers to review their billing procedures and/or work with their billers to ensure these practices are not occurring.

- **Billing for No Shows/Cancelled Appointments** – Under the provider agreement, a provider can only bill for “Services Provided.”
- **Billing for services provided by an Intern and not indicating on the claim that the service provider was the intern and not the billing provider** – Under the provider agreement and the member’s benefit, Interns are not qualified providers. ***Interns should never treat CHIPA members.***
- **Duplicate billing for a family or conjoint session (90847).** Example:
 - Provider sees family for an hour session and then bills a 90847 for each family member included in the session.
- **Billing for a CPT code, which does not reflect the service provided.** Examples:
 - Provider sees member for 20 to 30 minutes (90804) and bills a 50-Minute CPT code (90806).
 - Provider sees member for 90 minutes (90808) and bills a 90847 and 90806 for same day
- **Billing for a future date of service**
- **Billing for dates of service without a corresponding medical record entry (progress note).** – Providers are required to keep documentation substantiating all dates of service provided. This documentation may be requested by CHIPA at any time to substantiate payment of services.

Questions?

Contact College Health IPA at 800-779-3825 Option 5 to speak with a Claims Representative