

 Kaleida Health POLICY	Title: Identity Theft Prevention: Red Flag Program	# IAC.13
	Owner: Red Flag Committee	Issued: 2/16/09
Keywords: identity theft, red flag, fraud		

I. Statement of Purpose

“Identity theft” means fraud committed using the identifying information of another person. “Medical identity theft” refers to the misuse of another individual’s personally identifiable information such as name, date of birth, social security number, or insurance policy number, to obtain or bill for medical services or medical goods.¹ Medical identity theft frequently results in erroneous entries being put into existing medical records, and can involve the creation of fictitious medical records in the victim’s name.² Kaleida Health is committed to monitoring for the potential that patients may be victims of identity theft, and maintaining a process to mitigate this risk.

II. Audience

All workforce members

III. Instructions – (Outline necessary steps for consistent completion of process/ procedure)

A. Definitions

For the purposes of the Program, the following terms are defined as:

1. “Hospital staff” includes home care and nursing home staff, and the term “hospital” includes Kaleida Health home care and skilled nursing facilities.
2. “Covered account” means (a) any account Kaleida Health offers or maintains primarily for personal, family or household purposes, that involves multiple payments or transactions, including one or more deferred payments; and (b) any other account Kaleida Health identifies as having a reasonably foreseeable risk to customers or to the safety and soundness of Kaleida Health from identity theft. As of the effective date of this policy, Kaleida Health has identified the following types of accounts as covered accounts:
 - a. Patient/Client/Resident accounts
 - b. Billing records
 - c. Pharmacy records
 - d. Vendor accounts
 - e. Accounts for research projects.
3. “Customer” means a person that has a covered account.
4. “Fraud” means a deception deliberately practiced in order to secure unfair or unlawful gain.
5. “Red flag” means a pattern, practice or specific activity that indicates the possible existence of identity theft.
6. “Service provider” means a person that provides a service directly to Kaleida Health.

B. Purpose

The purpose of this program is to:

1. Identify relevant red flags based on the risk factors associated with Kaleida Health’s covered accounts, as determined by a committee made up of representatives from Internal Audit & Corporate Compliance, Patient Financial Services, Health Information Management, Patient Access, Laboratory Services, Legal Services, Risk Management and IT Security;
2. Institute procedures for detecting red flags;

3. Identify steps to be taken to prevent and mitigate identity theft; and
4. Create a system for regular updates and administrative oversight of the Red Flag Program.

C. Identification of relevant red flags

The Identity Theft Mitigation and Resolution Procedures outlined in **Attachment A** identify the red flags that would be most relevant to Kaleida Health, as determined by a committee made up of representatives from Internal Audit & Corporate Compliance, Patient Financial Services, Health Information Management, Patient Access, Laboratory Services, Legal Services, Risk Management and IT Security. Red flags generally will fall into one of the following general categories:

1. Suspicious documents;
2. Suspicious personal identifying information;
3. Suspicious or unusual use of covered accounts; and
4. Alerts from others (for example, a patient/client/resident or his/her representative, an identity theft victim, law enforcement, etc.)

D. Detection of red flags

In order to facilitate detection of the red flags identified in Attachment A, Kaleida Health will take the following steps to obtain and verify the identity of the person:

1. New patient/client/resident accounts:
 - a. Request identifying information (ex., full name, date of birth, address, insurance card, government issued ID, etc.)
 - b. When available, verify information with insurance company's information
2. Existing accounts:
 - a. Verify identification of patients/clients/residents or their representatives before giving out any personal information
 - b. Verify identification of patients/clients/residents or their representatives before accommodating requests for changes of billing address

E. Prevention and mitigation of identity theft

In order to prevent and mitigate the effects of identity theft, Kaleida Health will follow the appropriate steps identified in the Identity Theft Mitigation and Resolution Procedures outlined in **Attachment A**. Kaleida Health's Office of General Counsel will review incidents to determine events of actual or potential fraud.

F. Updating of the program

A committee made up of representatives from Internal Audit & Corporate Compliance, Patient Financial Services, Health Information Management, Patient Access, Laboratory Services, Legal Services, Risk Management and IT Security will be responsible for updating the Red Flag Program.

G. Service provider arrangements

Kaleida Health will require, by contract, that service providers that perform activities in connection with covered accounts have policies and procedures in place designed to detect, prevent and mitigate the risk of identity theft with regard to the covered accounts.

H. Administrative oversight

Staff will be trained, as necessary, to effectively implement the Red Flag Program. At a minimum, such training will be done on hire and annually thereafter.

IV. Approved by - (Include date)

Legal Counsel	1/15/09, 1/26/11
Audit & Corporate Compliance Committee	2/3/09
Red Flag Committee includes:	9/13
Internal Audit & Corporate Compliance	
Patient Financial Services	
Patient Access	
Laboratory Services	
Legal Services	
Risk Management	
Health Information Management	
IT Security	

V. References

[Attachment A](#) – Identity Theft Mitigation and Resolution Procedures

16 CFR § 681; 16 CFR § 603.2(a)

[LE.5](#) - Code of Conduct and Business Ethics

Version History:

Effective Date:	Reviewed/ Revised
8/3/15	Reviewed no changes
9/13	Reviewed no changes
1/11	Revised
1/10	Reviewed no changes

Kaleida Health developed these Policies, Standards of Practice, and Process Maps in conjunction with administrative and clinical departments. These documents were designed to aid the qualified health care team, hospital administration and staff in making clinical and non-clinical decisions about our patients' care and the environment and services we provide for our patients. These documents should not be construed as dictating exclusive courses of treatment and/or procedures. No one should view these documents and their bibliographic references as a final authority on patient care. Variations of these documents in practice may be warranted based on individual patient characteristics and unique clinical and non-clinical circumstances. Upon printing, this document will be valid for 1/11/2017 only. Please contact Taylor Healthcare regarding any associated forms.