

Drug & Pharmacy Fraud and Abuse Success Through Partnerships

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Drug and Pharmacy: Fraud and Abuse

Two key elements of drug fraud and abuse

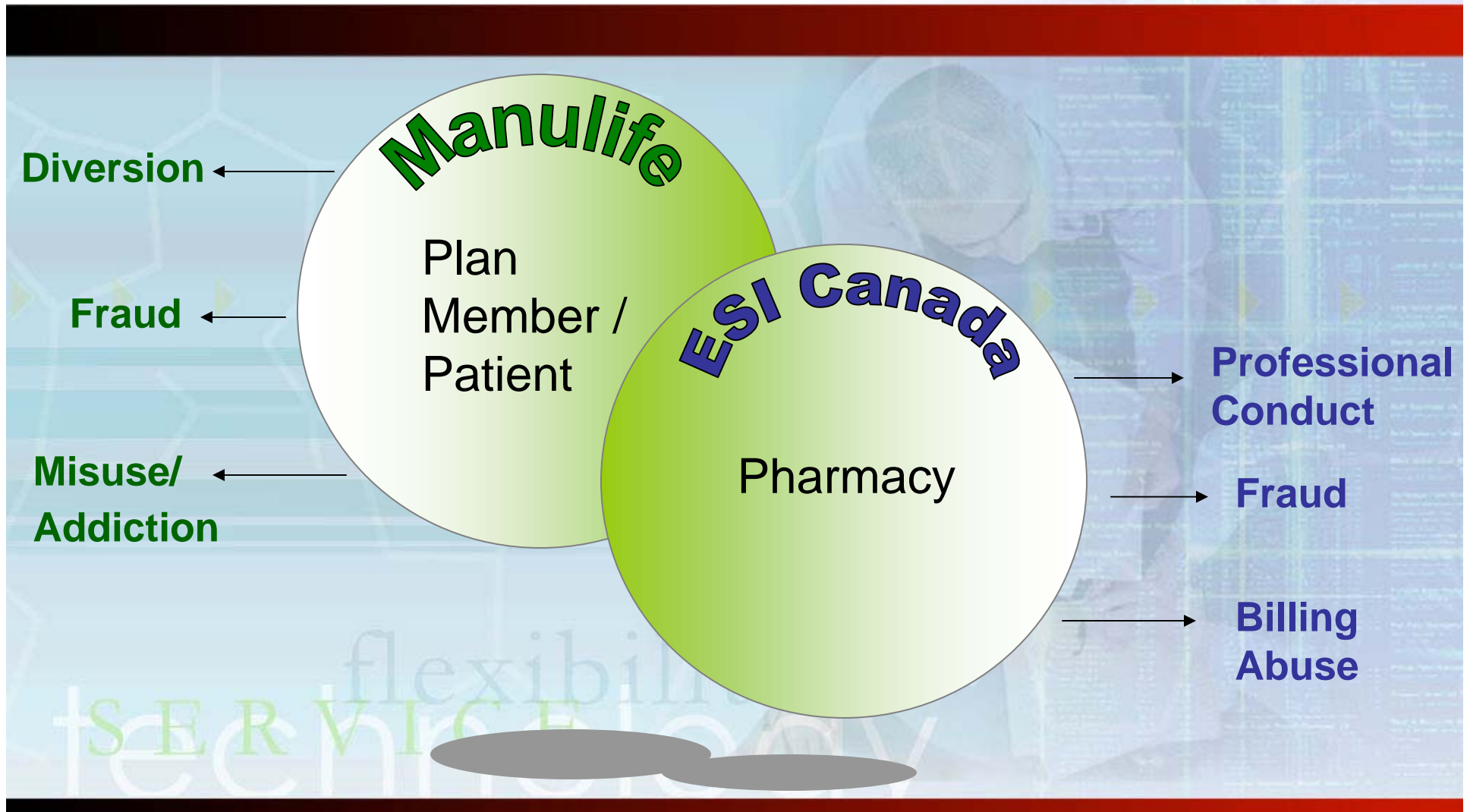
➤ The financial impact

- Plan Sponsor
- Carrier

➤ The well-being impact

- Plan member / Patient
- Plan member family, co-workers

Fraud and Abuse Management: Risks



Fraud and Abuse Management

Fraud and Abuse Prevention Programs

- Prevention
- Detection
- Abatement and Recovery

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Managing the Risk: Prevention

ESI Canada

- Educate pharmacies
- Prepayment Controls
- Post Payment Pharmacy Audit

Manulife

- Educate plan sponsors and members
- Pre / Post Payment Controls & Analysis
- Plan member audit

Managing the Risk: Detection

ESI Canada

- Pharmacy - profiling and analysis
- Monitoring of pharmacy red flags
- Service verification

Manulife

- Patient – profiling and analysis
- Monitoring of patient red flags
- Service verification

Managing the Risk: Abatement / Recovery

ESI Canada

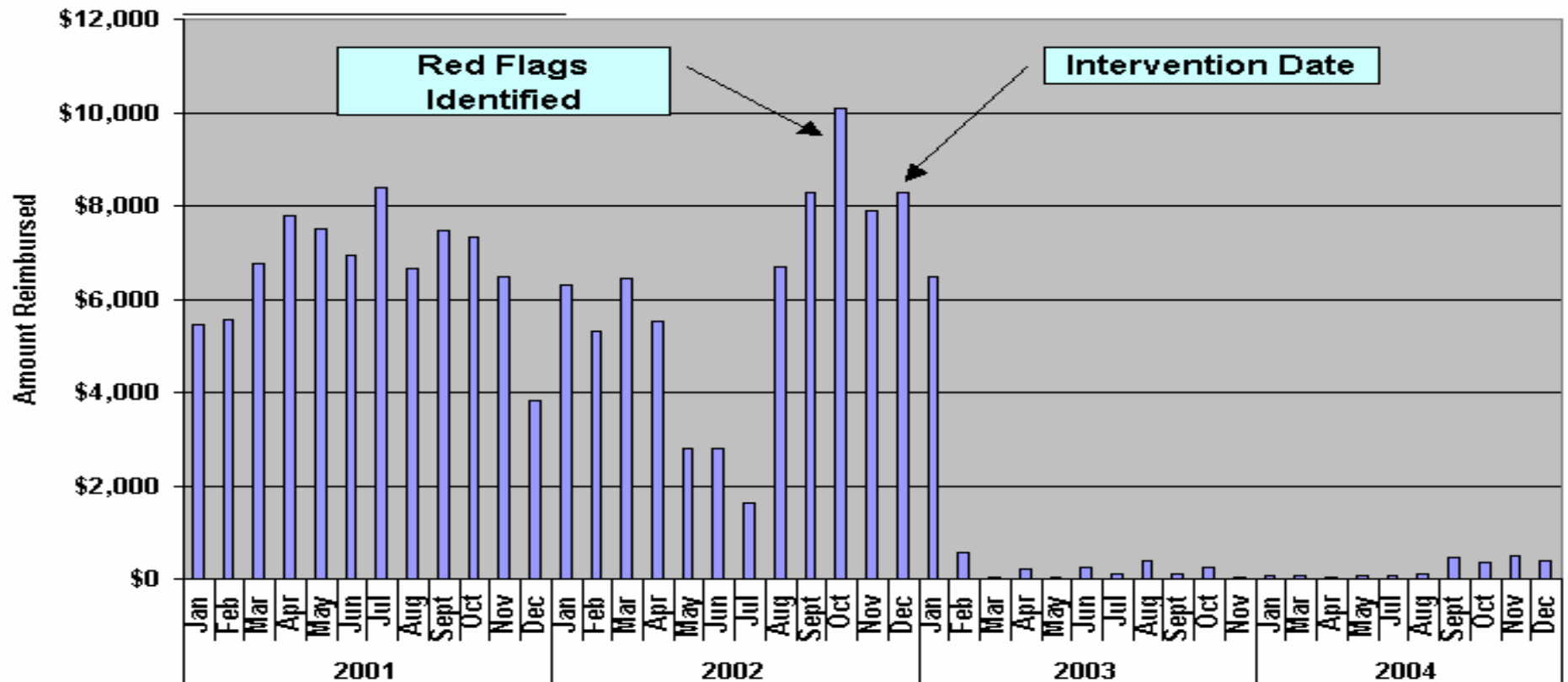
- Pharmacy recoveries
- Regulatory complaints
- Termination from the network

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- Patient recoveries
- Criminal referrals - patient and pharmacy
- Abuse / addiction management

Narcotics Abuse Detection / Management

Narcotics Abuse - Stadol Example of Successful Intervention



Success Through Partnerships

Manulife and ESI Canada work together to manage the ever changing risk of fraud and abuse.

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