

POLICIES & PROCEDURES  
**2009 RED FLAG ALERTS**  
SELF-STUDY TEST

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Please PRINT clearly, and fill in ALL information requested to ensure proper credit.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Practice Plan: \_\_\_\_\_ Date: \_\_\_\_\_

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1. Within a medical practice, \_\_\_\_\_ may involve using a person's name and/or insurance information without knowledge to fraudulently obtain medical services or benefits.
  - a. Red flagging
  - b. Usury
  - c. Identity theft
  - d. None of the above
  
2. The basic purpose of our Red Flag Alert Policy is to enable practice plans to appropriately detect, prevent, and mitigate identity theft.
  - a. True
  - b. False
  
3. At check-in, patient should provide:
  - a. Documentation of identity
  - b. Documentation of address
  - c. Documentation of insurance coverage
  - d. All of the above
  
4. According to our procedures, a patient's photo ID can be accepted alone, even if the address is not current.
  - a. True
  - b. False
  
5. A patient should complete a new registration form if one has not been completed within the last \_\_\_\_\_ months.
  - a. 3
  - b. 6
  - c. 9
  - d. 12
  
6. If you suspect identity theft, you should immediately report it to \_\_\_\_\_.
  - a. The police
  - b. No one
  - c. The Practice Plan Administrator (or designee)
  - d. None of the above

7. A completed identity theft investigation report should be presented no later than the next board meeting to determine necessary follow up.
  - a. True
  - b. False
8. Some invalid social security numbers can be recognized by looking at certain digits in the number.
  - a. True
  - b. False
9. At patient registration and check-in, the following could signal possible identity theft:
  - a. Altered/forged photo ID or insurance card
  - b. Inconsistent information between various ID's and practice plan records
  - c. Invalid or non-existent address or phone number provided
  - d. All of the above
10. A patient's signature cannot be used to determine possible identity theft.
  - a. True
  - b. False
11. If a patient's record indicates medical treatment inconsistent with the physical exam or medical history, personnel in the \_\_\_\_\_ area should recognize this as a red flag for possible identity theft.
  - a. Billing
  - b. Reception Desk
  - c. Examining Room
  - d. None of the above
12. In patient billing, which of the following should raise a red flag for possible identity theft?
  - a. Mail sent to an active patient is repeatedly returned as undeliverable
  - b. Insurance company denies coverage for a legitimate service due to depleted benefits
  - c. Neither "a" nor "b"
  - d. Both "a" and "b"
13. If identity theft is suspected, the patient in question should not be notified.
  - a. True
  - b. False
14. Once it is determined that the matter is not a misunderstanding or administrative error, the victim may be asked to submit:
  - a. The FTC's ID Theft Affidavit with supporting documentation
  - b. ID theft Affidavit recognized under state law
  - c. Written statement from the patient
  - d. Any one of the above
15. If victim is asked to submit a written statement regarding the identity theft, the statement need only include a brief statement that the patient is a victim of identity theft along with the patient's signature; no documentation is required.
  - a. True
  - b. False

16. Once identity theft is determined, victim should be notified and all communication with victim of should be documented and retained.
- a. True
  - b. False
17. If it is determined that identity theft has taken place, all of the following statements are true except:
- a. Law enforcement should be notified.
  - b. Collection attempts should be suspended.
  - c. If perpetrator of identity theft is one of Practice Plan's staff, it should be dealt with internally only.
  - d. Victim patient should be notified.
18. If it is determined after an investigation that identity theft has NOT occurred, either the Practice Plan or collection agency will give written notice to patient that he/she is responsible for bill payment, with an explanation for the determination.
- a. True
  - b. False
19. Each Practice Plan's Board of Directors must adopt the Red Flags policies and procedures.
- a. True
  - b. False
20. Staff training on Red Flags policies and procedures will include:
- a. New employee orientation
  - b. Ongoing staff training as requested by management and staff, and in response to any red flags occurrence involving the Practice Plan
  - c. Training in coordination with ongoing HIPAA-related education
  - d. All of the above



Once test is completed, please send to:

Beverly Welshans, Compliance Coordinator  
UB Downtown Gateway Building  
77 Goodell Street  
Buffalo, New York 14203

You must have at least 16 out of 20 correct answers (80%)  
to receive one hour of compliance training credit (toward required bi-annual two hours).