

D.O No. S-12016/02/2020-NHA

Date: April 26, 2022

Subject: Anti-Fraud Advisory No. 24 – Anti Fraud updates and corresponding compliance requirements.

Dear *Colleague,*

As a continuous endeavor of NHA to control fraud and abuse, we would like to apprise the SHAs about the following important anti-fraud updates and compliances.


- 1. Actionable from 4th National Anti-Fraud Workshop:** As per request of SHAs, starting from March 2022, first Wednesday of every month is being allocated for a session between NAFU and SHAs to discuss issues and challenges w.r.t triggers, medical audits and dashboards - RADAR and FACTS. It is requested to all SHAs to attend the sessions.
At least 10% audits of the empaneled hospitals in every quarter: It is suggested that in order to evaluate EHCPs w.r.t the infrastructure and practices, SHAs shall conduct surprise visits and audit at least 10% of EHCPs every quarter.
- 2. Wrongful dismissal/lack of adequate due diligence regarding the suspicious cases by the concerned CPDs:** As per request of SHAs to reduce the pendency load in the SAFU bucket, the process flow of suspicious cases was modified from 15th April 2021 where in all the triggered suspicious cases initially pass through the CPD for due diligence. Refer Anti-Fraud Advisory no 22 S-12016/02/2020 dated 16th June 2021. NAFU has also carried out extensive capacity building sessions of all SHAs and their respective ISA teams in batches. It is noted that participation from various SHAs/ISA teams is quite low with a casual approach observed on the part of attendees.

The result of wrongful dismissal/casual due diligence on the part of concerned CPDs is reflected in drop in 'Hit rate' from 42% to 22% which is a serious matter of concern. SHAs are advised to take up the matter with their respective ISA and impose necessary penalties for wrongful claim processing as per Guidelines and recover the same at the earliest, copy of penalty letter and recovery details should be updated in FACTS portal. NAFU shall also share results of 'audit of audit' with respective SHA and a Dashboard under FACTS shall be added for this purpose.

- 3. Any changes made by States in the package master w.r.t packages/procedures shall be notified to NHA/NAFU:** In the past it has been observed that States made changes in the package master without keeping NHA/NAFU in the loop. As a result, different packages were mapped to same package code which impacted performance of NAFU triggers and resulted in increase in the number of false positives. In order to avoid such scenarios in

We appreciate your support and cooperation in controlling fraud and abuse with zero tolerance approach.

Yours sincerely


(Dr. Vipul Aggarwal) 26.4.22

To:

All CEO's SHA

Copy to:

1. PPS to CEO NHA
2. PS to ACEO NHA
3. Dy. Director (SPC, Division)