Configuring Medicare Fraud, Waste, and Abuse

Medicare Fraud, Waste, and Abuse

Welcome to the Course Configuration Guide. The purpose of this resource is to provide useful information for administrators to understand what all the options are to customize their EVERFI courses. Whether every single page is used or just one, it is important that learners are receiving the most up-to-date and relevant information they need.

Each EVERFI course has standard configuration options while newer, updated courses have additional fully-configurable pages throughout the content. These options allow you to tailor the learning experience to your unique organization. Not only will this impact the aesthetic, but it will also help the content resonate more with participants and build trust knowing their organization put thought and intention into the training.

We recommend reading through and printing out the full guide to understand the course learning objectives and to plan what content you want to use at your organization. There are suggestions from our subject-matter experts throughout the guide and areas to make notes and collaborate with other colleagues or departments who may have content to contribute.

What you can find in this guide:
1. Configurations Layouts
2. Course Overview
3. Course Map
4. Configuration Options per Module

Configurations Layout: Welcome to the Course page

EVERFI

Important to note: All elements per page (Title, Body Text, and Image) must be included in order for the page to populate in the course. If an element is not included, then the entire page will be removed.

1. Title

The title appears in the top left corner of the configurable page just below the navigation bar.

We recommend having no more than 6 words that summarize the content below.

2. Body Text

This open text field is positioned under the Title on the left half of the page.

There are specific content suggestions in the following pages for this specific course and where it occurs in the experience.

3. Image

Images appear in the top right corner of the page.

Using your organization's imagery here goes a long way. Forgo the stock photos if you can and upload familiar faces and places your learners will recognize.

1 — Sample Custom Page Title

3

2 — This page can be used to provide custom information to employees of your organization.

← Back   Next →

Configurations Layout: Video Page

Important to note: All elements per page (Title, Body Text, and Video) must be included in order for the page to populate in the course. If an element is not included, then the entire page will be removed.

1. Title

The title appears at the top of the configurable page just below the navigation bar.

We recommend having no more than 6 words that summarize the content below.

2. Body Text

This open text field is positioned under the Title and spans the full length of the page.
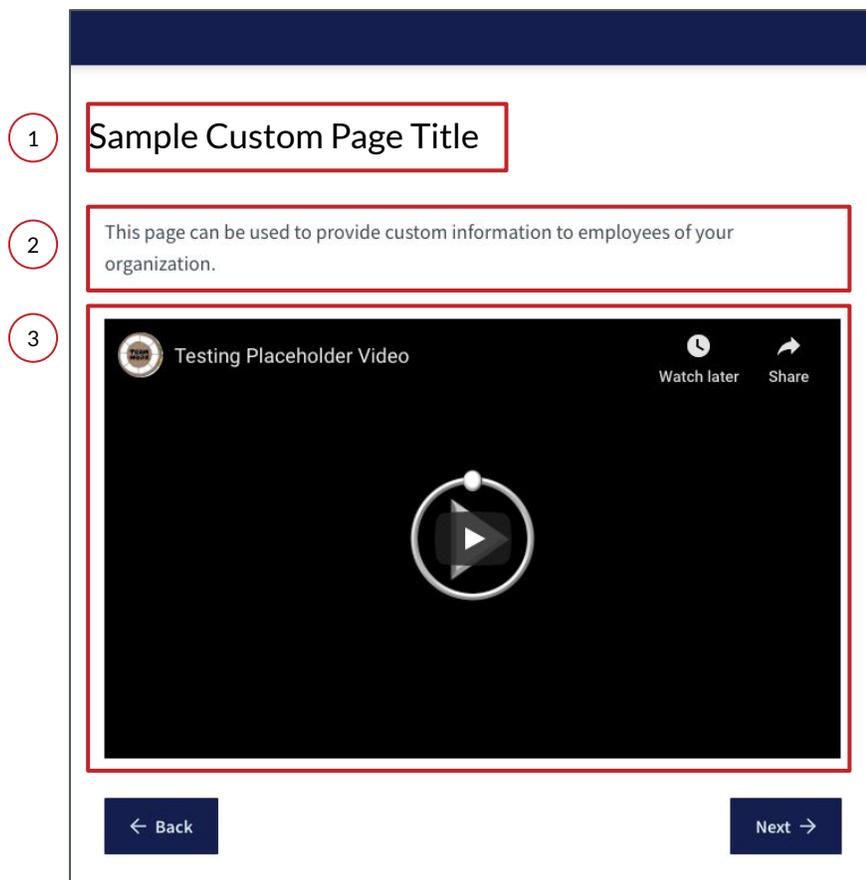
There are specific content suggestions in the following pages for this specific course and where it occurs in the experience.

3. Video

Uploaded videos appear below the Body Text.

Requirements:
- YouTube URL input
- Use the highest quality possible (HD)
- Quality adjusts per connection speed
- Enable Closed Captioning

(1) **Sample Custom Page Title**

(2) This page can be used to provide custom information to employees of your organization.

(3) Testing Placeholder Video   Watch later   Share

← Back   Next →

Configurations Layout: Policy / Resource Page

1. Policy / Resource Title

Add the name of the specific policy or resource in this field. This appears in the content page and in the course navigation menu.

To configure this element go to the Policies or Resources sections of the Admin Dashboard or through the Configurations menu.

2. Policy / Resource

This is where you attach your specific policies or resources for learners to access and e-sign (for policies only). For the policy in this course, it will appear on the content page within the course. For the resource, they will appear in the navigation window.

Some courses have the option to include multiple documents or web pages which will be indicated in the following pages. We strongly recommend using a URL for easy maintenance.

Medicare Fraud, Waste, and Abuse

Course Overview

This course explains that Medicare is a national social insurance program that provides health benefits to millions of elderly and disabled Americans. It helps employees understand the costs and legal consequences of Medicare fraud, waste and abuse, as well as ways to prevent and combat it.

Learning Outcomes

In this course, employees will learn how to
- Define Medicare fraud, waste, and abuse and explore laws prohibiting misconduct
- Analyze costs of Medicare fraud to the federal government
- Explain various pieces of legislation that impose liability on those who defraud Medicare
- Recognize your organization's policies and procedures
- Identify fraud prevention strategies to implement
- Identify warning signs to be aware of when working with beneficiaries, providers, pharmacies, and manufacturers and wholesalers
- Identify how and when to report suspicious activity
- Recognize protections for whistleblowers

Course Details

- **Audience:** All Employees
- **Course Length**: 25 minutes
- **Mobile-Friendly:** Compatible with desktops, tablets, and mobile devices

Course Map

Module 1: Introduction
- Introduction
- Standard Custom Page*
- Custom Video Page*

Module 2: Preventing Problems
- Preventing Problems
- Follow Policies and Procedures
- Standard Custom Page*
- Gloves Off
- Ensure Accuracy & Timeliness
- Verify Information
- Making the Call
- Standard Custom Page*
- Summary

Module 3: Defining the Problem
- Defining the Problem
- A Vast Problem
- Defining Fraud, Waste, and Abuse
- Your Role
- One Wrong, Many Violations
- False Claims Act
- Pump Pieces
- Additional Legislation
- How HIPAA Fits In
- How Illegal?
- Standard Custom Page*
- Summary

Module 4: Detecting Problems
- Detecting Problems
- Beneficiaries
- Identity Crisis
- Providers
- Hip Replacement Hustle
- Pharmacies
- Manufacturers and Wholesalers
- Standard Custom Page*
- Summary

Module 5: Correcting Problems
- Correcting Problems
- Report Your Suspicions
- Reporting is Protected and Anonymous
- Standard Custom Page*
- Summary

Module 4: Conclusion
- Conclusion
- Policy Acknowledgement*
- Policy Acknowledgement*
- Policy Acknowledgement*
- Custom Resource Page*
- Custom Resource Page*
- Custom Resource Page*
- Standard Custom Page*
- Custom Video Page*
- Course Complete

* indicates a configurable page

Module 1: Introduction

Topics:

- Introduction to the topics of Medicare Fraud, Waste, and Abuse

Learning Objectives:

- Start the course with an understanding of what to expect topically

Configuration Name	Layout	Suggested Content
Welcome Letter Page 2 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● Introduce the course topic and learning objectives ● Set expectations, goals, deadlines ● Contact info for EVERFI tech support and an organization contact ● Use an image of recognizable people or places (CEO, Head of HR, co-workers, working space) ● Image Dimensions: ● 575px H by 495px W
Welcome Video Page 3 ● Custom Page Title ● Custom Page Text ● Custom Page Video	**Video Page**	● This page can be used in place of the Welcome Message ● Use any existing videos you have or create a quick talking head interview with Executives ● Keep the video short, 30-45 seconds ● Video upload must be a YouTube URL with Closed Captioning

Module 2: Preventing Problems

Topics:
- Following Policies and Procedures
- Ensure Accuracy and Timeliness
- Verify Information

Learning Objectives:
- Recognize your organization's policies and procedures
- Identify fraud prevention strategies you can implement

Configuration Name	Layout	Suggested Content
Page 3 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● Reiterate the importance of understanding policies and procedures for your own organization as well as others you work with ● Provide specific examples of what learners need to be aware of and in what situations ● Set the framing and context for the following content or to reflect on the previous content ● List any resources, contacts or additional information your organization may have for learners to reach out to about your policies
Page 8 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	

Module 3: Defining the Problem

Topics:
- Defining Fraud, Waste, and Abuse
- False Claims Act and Other Legislation

Learning Objectives:
- Define Medicare fraud, waste, and abuse and explore laws prohibiting misconduct
- Analyze costs of Medicare fraud to the federal government
- Explain various pieces of legislation that impose liability on those who defraud Medicare

Configuration Name	Layout	Suggested Content
Page 11 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● Highlight legislation and regulations your employees should specifically be aware of ● Outline repercussions if found in violation of a policy or compliance ● Provide resources on HIPAA policies

Module 4: Detecting Problems

Topics:

- Roles of beneficiaries, providers, pharmacies, manufacturers, and wholesalers

Learning Objectives:

Identify warning signs to be aware of when working with beneficiaries, providers, pharmacies, and manufacturers and wholesalers

Configuration Name	Layout	Suggested Content
Page 8 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● Explain how each of the roles of beneficiaries, providers, pharmacies, manufacturers, or wholesalers can impact your organization if committing medicare fraud, waste, or abuse ● If any of your employees fall into one of these categories, state specific examples they need to be cautious of, resources to contact or use post-course, and encourage reporting.

Module 5: Correcting Problems

Topics:
- Reporting

Learning Objectives:
- Identify how and when you should report suspicious activity
- Recognize protections for whistleblowers
- Recall your organization's process to correct these problems

Configuration Name	Layout	Suggested Content
Page 4 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● Reiterate reporting protections and procedures and the commitment of your organization to a safe and productive work environment ● Provide resources, contacts, and examples of how and when to report ● State anti-retaliation statement

Module 6: Conclusion

Topics:
- Review of concepts
- Organizational messages

Learning Objectives:
- Review and acknowledge organizational policies and resources

Configuration Name	Layout	Suggested Content
Page 2 • Custom Page Title • Custom Page Text • Custom Page Policy	**Policy Page**	• Use the policy name or other clear call-to-action for learners to e-sign the policy • Outline context and company expectations to adhere to the policy • Reiterate protocol if there is suspicious activity, violation of policy, and how to report • Provide organization point of contact in case of questions • Upload 1 policy per page • Using a URL makes it easier to be sure they are up to date for participants • Any page without a policy will not appear in the course for the learner
Page 3 • Custom Page Title • Custom Page Text • Custom Page Policy	**Policy Page**	
Page 4 • Custom Page Title • Custom Page Text • Custom Page Policy	**Policy Page**	

Configuration Name	Layout	Suggested Content
Page 5 ● Custom Page Title ● Custom Page Text ● Custom Page Resource	**Resource Page**	● These pages can be used to compile any additional resources you want learners to review in summary of the course ● Add links to existing guidance, resources, contact information that are updated in real time
Page 6 ● Custom Page Title ● Custom Page Text ● Custom Page Resource	**Resource Page**	● Quick guide or checklist they can download to easily remember how to identify red flags and when to report ● Reporting channels and protocols; anti-retaliation statement
Page 7 ● Custom Page Title ● Custom Page Text ● Custom Page Resource	**Resource Page**	● Employee handbook, repercussions if found in violation ● Using a URL makes it easier to be sure they are up to date for participants
Page 8 ● Custom Page Title ● Custom Page Text ● Custom Page Image	**Standard Page**	● A closing message for learners ● Have the letter come from the CEO, other leadership, or the person who wrote the Welcome Letter ● Reiterate the goals and takeaways of the experience, community expectations ● Use an image of recognizable people or places (CEO, Head of HR, co-workers, working space) ● Stay away from using stock images

Page 9
● Custom Page Title
● Custom Page Text
● Custom Page Video
	Video Page	● A closing message for learners
		● Have the letter come from the CEO, other leadership, or the person who wrote the Welcome Letter
		● Reiterate the goals and takeaways of the experience, community expectations
		● Requirements:
		  ○ Needs to be a Youtube Video
		  ○ Enable Closed Captioning

EVERFI, Inc. is the leading education technology company that has revolutionized prevention and compliance training online through its industry-leading courseware and technology. EVERFI educates employees on important skills relating to harassment, diversity and inclusion, culture, ethics, code of conduct and data security. Courses are built by a team of attorneys, prevention experts, and instructional designers who ensure that EVERFI's prevention and compliance courses are aligned with applicable law and research-based best practices. Our industry leading instructional design and subject matter expertise demonstrates our commitment to the core issues behind critical topics that are at the center of healthy workplace culture.

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Learn more about EVERFI Conduct & Culture at www.everfi.com/wcn