

Evaluation Criteria

This award is limited to NHCAA Member Organization (private-sector) specialty benefit plans.* Its purpose is to recognize the substantial healthcare antifraud contributions by the plans' investigation units. While at times, for various reasons, investigations are not criminally or civilly prosecuted, they do result in significant policy and/or procedural changes. These changes may positively impact the effectiveness and efficiency of specialty benefit plans operations which, in turn, may improve the delivery of benefits to their clients. Therefore, the award takes into consideration the multiple outcomes of these investigations.

The following criteria should be used to guide your review of the applications for the Investigative Excellence Award.

Scheme Complexity & Collaboration [Weight: 40%]

The case involved unique or new schemes. The services billed were complex. Involvement of patient, capper, multiple providers/locations, patient/provider identity theft, services not rendered, etc. were a factor in the case. Did the case involve other plans, clients, law enforcement? Did the SIU collaborate with other vendor/plans SIUs, law enforcement?

Creativity of Investigative Technique [Weight: 30%]

Did the group use a creative process to resolve an issue or need? How will the policy or procedural change impact future investigations? How unique was this group's investigative approach? Was it a new, out of the box approach? Is it something that other plans are already doing?

Patient Harm [Weight: 20%]

Consideration is given to compromised medical records, negative financial impact, and impact to patient's health.

Financial Impact [Weight: 10%]**

Was the financial impact (claims submitted) a significant amount (more than \$1 million)? The total financial impact would include all identified losses by insurers. By implementing this policy or procedural change, did the organization/SIU achieve a positive result? Consider claims savings, investigator/employee time, error reduction impact, etc.

*Specialty benefits include dental, vision, and behavioral health services.

**Financial Impact may include paid amount, denied claims, and cost avoidance.