



EXPLORING FRAUD, WASTE, AND ABUSE WITHIN TELEHEALTH

A white paper by the Healthcare Fraud Prevention Partnership (HFPP)



Learn about evolving fraud, waste, and abuse schemes associated with the delivery of care through telehealth services. This resource also offers numerous strategies and methods to help anticipate and mitigate related vulnerabilities.

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OVERVIEW:

The COVID-19 pandemic has significantly altered the delivery of healthcare services across the nation. Swift changes to telehealth service practices and policies improved the overall adaptability of U.S. healthcare. Bad actors have taken advantage of its rapid growth and acceptance to both broaden the reach of existing fraud schemes and create novel ones.

STRATEGIES DISCUSSED:

This paper highlights trending schemes and offers the following strategies to detect, mitigate, and prevent fraud related to the delivery of telehealth services:

-  Using hotlines and referrals to gather information and enhance investigations
-  Incorporating data analytics and machine learning to bolster detection efforts
-  Increasing patient and provider education about fraud, waste, and abuse schemes
-  Developing collaborative relationships among various types of healthcare organizations to support information sharing efforts