

National Compliance Program 2008-09 – Medical practitioners and pharmacists

	Our Commitment 2008-09 National Compliance Plan	Our Achievement as at 31 March 2009
Education	Face to Face and Online Education	
	We will actively support new practitioners and other health care providers through our face to face education and online learning services.	<ul style="list-style-type: none"> We have provided face to face education to 1887 new medical practitioners, more than 1700 pharmacy students and 2400 others in the health care industry. 804 individuals have completed online PBS education and 7387 individuals have accessed online MBS education. Workshops on Chronic Disease Management (CDM) MBS items were delivered at the Australia General Practice Network (AGPN) and Royal Australian College of General Practice (RACGP) conferences.
	We will enhance our Medicare education programs.	<ul style="list-style-type: none"> We worked with the RACGP to provide Medicare Australia material for inclusion in their <i>Check</i> program, which was available in March 2009. We are continuing to work with the Pharmacy Guild of Australia to develop education for pharmacy assistants. We are also continuing to develop our eLearning education: <ul style="list-style-type: none"> Our <i>Medicare and You</i> e-learning is available via the Medicare Australia Health Professional Online Services Development of reinforcement learning for CDM is continuing. Two modules for dentists who are new to billing Medicare items are now available on the Medicare Australia website.
	Information services	
	We expect to receive a high volume of calls and website hits by members of the public explaining people's rights and responsibilities when taking or sending PBS medicine overseas.	<ul style="list-style-type: none"> We have received over 3000 calls to the 'Travelling with PBS medicines' enquiry line and more than 17 300 hits to the website.
	We expect that the high volumes of calls by doctors to the Prescription Shopping Information Service will continue.	<ul style="list-style-type: none"> We have received 18 015 calls to the Prescription Shopping Information Service and over 6200 website hits. We have sent 3479 patient reports to prescribers.
Communications		
We will improve access and availability of information to support providers when billing or claiming for services through publishing important information in a range of publications including Medicare Australia's <i>Forum</i> , <i>Bulletin Board</i> and <i>Mediguide</i> .	<ul style="list-style-type: none"> Chronic Disease Management (CDM) quick reference guides were sent to approx 6200 GP practice managers and 11 000 allied health professionals in August 2008 - they are also available on our website. We are developing a number of other quick reference guides and expect that a number will be available before the end of June. eLearning for new health care professionals has been included on a CD-ROM containing the electronic MBS schedule distributed by DoHA to approximately 70,000 medical practitioners, allied health professionals and specialists. Articles on billing for skin lesions have been published in <i>Forum</i>. 	
Research & Analysis	Fraud Tip-off Line	
	We will continue to monitor tip-offs from members of the public advising potential fraud.	<ul style="list-style-type: none"> We continue to receive tip-offs from the public. To date more than 1150 tips offs received have been subjected to initial analysis.
	Data Analysis	
We will pay particular attention to claiming patterns in areas of MBS and PBS claiming of high concern.	<ul style="list-style-type: none"> We continue to monitor claiming against a range of issues to identify potential non-compliance. We have completed assessments of claiming data in relation to: osmotic laxatives, esomeprazole, Darbepoetin/Epoetin, streamlined authorities, CT scans, chronic disease dental services, allied health services, practice nurse items, Medicare Easyclaim, unapproved pharmacies, Lipid lowering drugs, services without a valid request or referral and wound items. Assessments are underway in relation to time based items, drugs affecting bone structure and mineralisation, GP mental health care plans, GP health assessments and cryotherapy items. 	
We will monitor a range of specific areas of concern, including inappropriate practice in niche areas and supply of PBS medicine where the patient is deceased.	<ul style="list-style-type: none"> We have completed an assessment of claiming for PBS medicine and MBS services after the date of death of patients claiming after the date of death of patients. An assessment of claiming for skin screening items is underway. 	

Intervention & Action	Audits	
	<p>We will audit 10% of all practices receiving payments through the Practice Incentives Program.</p> <p>We will audit 4% of all providers claiming Medicare benefits through new and streamlined audit processes.</p> <p>We will conduct desk and field audits to identify and respond to non-compliance .</p>	<ul style="list-style-type: none"> ▪ We have completed: <ul style="list-style-type: none"> - audits of more than 220 PIP practices, - audits of 5 Private Health Insurance Rebate recipient funds - more than 1600 audits in MBS or PBS areas of concern. These have been identified through research and analysis activities using information from a variety of sources, including health professional calls to the fraud hotline. <ul style="list-style-type: none"> ○ A key area of focus this quarter has been Practice Nurse Items
	<p>We will continue to participate in joint agency task forces particularly with the AFP and ACS to deter, monitor and deal with potential overseas drug diversion.</p>	<ul style="list-style-type: none"> ▪ Three detentions of PBS medicines at airports and international mail exchanges were undertaken this quarter.
Outcomes	Prosecutions	
	<p>Our response will include using the full force of the law.</p>	<ul style="list-style-type: none"> ▪ 39 individuals have been referred to the Commonwealth Director of Public Prosecutions (CDPP) for criminal prosecution, including three medical practitioners and one pharmacist. ▪ CDPP has successfully finalised prosecution of 38 individuals, including three medical practitioners and one pharmacist.
	Professional Services Review	
	<p>If our concerns are not addressed, we may ask the Director of Professional Services Review to review medical practitioners.</p>	<ul style="list-style-type: none"> ▪ DPSR has been requested to review 118 medical practitioners. ▪ DPSR has issued findings in relation to 14 medical practitioners.
	Incorrect payments identified for recovery action	
	<p>We will recover incorrect payments.</p>	<ul style="list-style-type: none"> ▪ More than \$4.2m in incorrect payments have been identified. ▪ Repayments of more than \$2.4m have been received.