



Safeguarding Time and Attendance

Home is where the fraud is?

Home healthcare is big business—with approximately 12 million patients receiving home health services each year. But with so much unsupervised, unverified care being provided in-home, the potential for fraud and abuse is enormous.

Some of the worst and most popular scams include:

- Billing for time that exceeds what was needed for actual services
- Billing for visits that never actually occurred
- Billing for high-paid, licensed professionals, but sending lower-paid, unlicensed caregivers in their place
- Certifying that patients are sicker than they are, so as to justify unnecessary, higher-cost services

Add it all together, and CMS estimates making more than **\$10 billion worth of improper payments** to home healthcare agencies in 2015 alone—with healthcare insurers and patients on the hook for billions more.

The screen of the crime

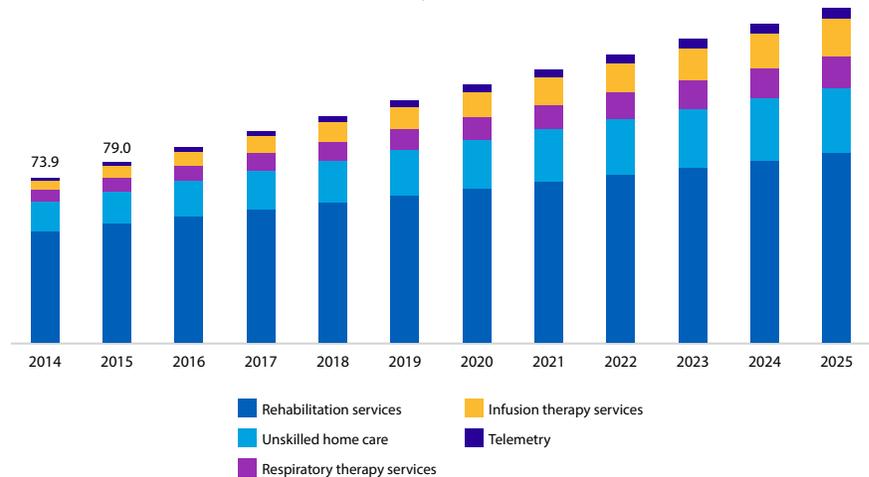
Fighting fraud in home healthcare means going where the worst of it occurs—*inside Time & Attendance tracking software.*

Given that fraudsters know exactly how to manipulate these systems from the inside, what's really needed is an outer layer of protection that can verify—with the highest degree of confidence:

1. The person billing for home health services is the person who provided them
2. The location of the caregiver matches the patient's residence
3. The hours reported are the actual hours the caregiver spent on-site

Daon's IdentityX platform is designed for this exact function—verifying identities, times, and locations with unshakable accuracy—to eliminate the most egregious forms of home healthcare fraud.

U.S. home healthcare market, by services, 2014 – 2025 (USD Billion)



JUST HOW BIG IS HOME HEALTHCARE?

Over the next decade, the U.S. market for home healthcare services—already a massive growth story—is projected to skyrocket in concert with the “greying of America.” In fact, *Modernhealthcare.com* reports that the job market for home health aides will be the third fastest growing of all professions, increasing 47% from 2017-2027. With a current workforce of about 3 million workers, that equates to about 1.5 million new jobs.

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SPOTLIGHT ON LARGE-SCALE FRAUD:

In 2017, when a federal judge in Texas sentenced a 52-year-old Dallas woman to 10 years in prison—and ordered her to pay more than \$23 million in restitution to Medicare and Medicaid—it marked the end of a massive health care fraud case in which the government was systematically defrauded, and the care of vulnerable patients was placed at risk.

What is biometric-based multi-factor authentication?

Multi-factor means using two or more different authentication types: like something you have (a key), something you know (a password), and something you are (a “biometric” such as your face, voice, or fingerprint).

With a biometric-based platform like Daon’s IdentityX, healthcare providers can access highly secure systems using only their smartphones—no passwords or tokens required.

Only the healthcare worker who’s registered to a specific smartphone can unlock it, which prevents the scenario in which an unskilled, low-wage worker is sent to an appointment in place of an experienced, higher-wage professional.

In addition to identifying the registered user, IdentityX uses the smartphone’s geolocation capabilities (GPS) to bind a permanent timestamp and location to each authentication event.



Worried about future-proofing?

IdentityX also supports cutting-edge behavioral biometrics and emerging biometric factors like palm recognition.

How exactly does this work?

When a healthcare worker arrives at a patient’s home, they authenticate their identity on their registered smartphone using IdentityX (the time and location of the authentication are recorded).

During the appointment, IdentityX monitors GPS signals to ensure the worker stays in their assigned location.

When the appointment is finished, the worker authenticates once again (the duration of the appointment is recorded).

Later, when the home healthcare agency checks the Time and Attendance report, they can be assured that the right person was at the right place, at the right time.

Ready to see IdentityX in action? Visit www.daon.com/healthcare

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