

# Nationwide Prescription Scam

## Targeting Healthcare Providers

### How the fraud works

Claiming to operate on behalf of your patients, pharmacies submit faxes to your office requesting new prescriptions or refills for medications you have not previously ordered.

### How to recognize it

- Fraudulent requests may use pre-printed forms that list several medications.
- The fax can be from a pharmacy in a state different from where the patient lives.
- The request is written for just below the threshold requiring preauthorization.

### What they're targeting

Requests commonly include:

- Topical pain-relief creams, especially for large quantities
- Over-the-counter topical pain-relief creams repackaged in kits
- Diabetic supplies, often in quantities of 100
- Durable medical equipment (DME), especially back and knee braces

### What you can do

- Pay special attention to faxed prescription requests and to requests you didn't initiate.
- Before signing and returning a prescription request, review and reconcile the request with the patient's medical record.
- Share this information with your staff.
- Encourage patients to discuss their prescriptions with their primary care providers. Urge them to report unsolicited phone calls or communications related to pharmaceutical or DME products.
- Report fraud. Call or email the CarePlus Fraud Hotline immediately if you suspect you or your patients may be victims of health insurance fraud.
  - Phone: 800-614-4126
  - Email: [siureferrals@humana.com](mailto:siureferrals@humana.com)



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**The National Health Care  
Anti-Fraud Association estimates  
financial losses due to healthcare  
fraud total tens of billions  
of dollars each year.<sup>1</sup>**

<sup>1</sup><https://www.nhcaa.org/tools-insights/about-health-care-fraud/the-challenge-of-health-care-fraud/>