

## Identifying Medical Misrepresentation Using ReCheck

WAHLU 2019 Spring Meeting

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#### Agenda

Medical Misrepresentation in the Industry

What is ReCheck?

Sample ReCheck Findings

**ReCheck and Medical Data** 

How are carriers using ReCheck?





### Medical misrepresentation is a fact of life.

- Underwriters do a great job identifying misrepresentation...
  - ...But there's not always enough information available.



Life insurance claims rescinded during the contestable period.

"Investigating Life Insurance Fraud and Abuse: Uncovering Challenges Facing Insurers" Julianne Callaway, Derek Kueker, Ryan Barker, Mark Dion, Leigh Allen, and Nick Kocisak – RGA August 21, 2017 Proprietary and Confidential



### Misrepresentation can be identified prior to claim.

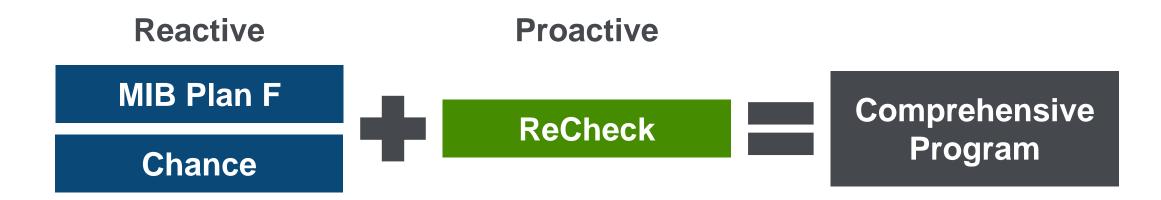
#### **MIB Plan F**

- Follow-up service
- Alert for significant new activity during contestable period
- Only get alerted if insured applies for another policy

#### Chance

- Insurance company happens to learn new information
  - Insured applies for another policy
  - Reinstatements
  - Volunteered information

#### **Companies are adding ReCheck to be more proactive.**





Identifies significant new conditions since application using Rx

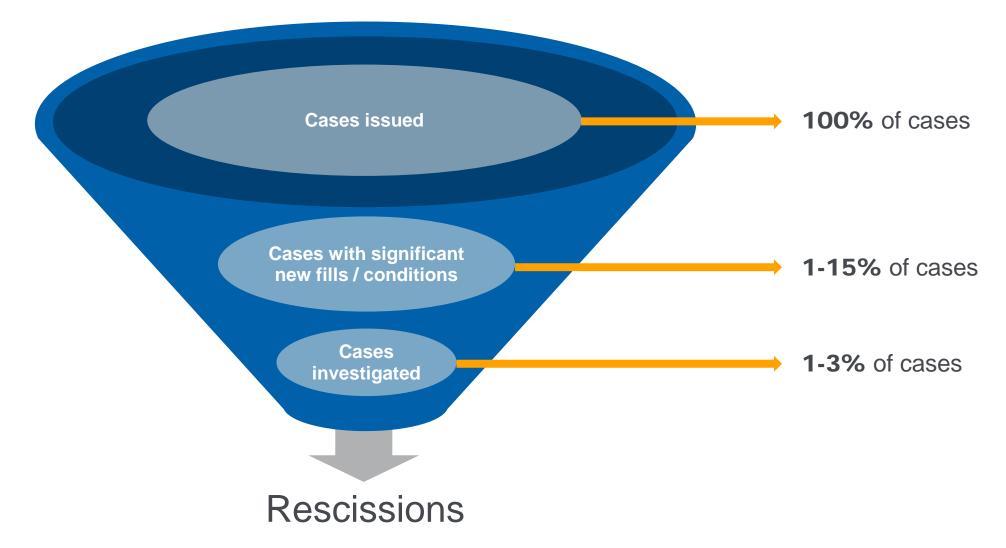
Flags potential misrepresentation early

Avoids costly investigation and legal issues at claim time

Clearly identifies specific cases to investigate



#### How does ReCheck work?



#### **Carrier Feedback Regarding ReCheck**

- Better public relations and fewer legal issues
- More time for thorough investigations
- Able to reach out to insured for more information
- Take action on policies that may not claim within the contestable period

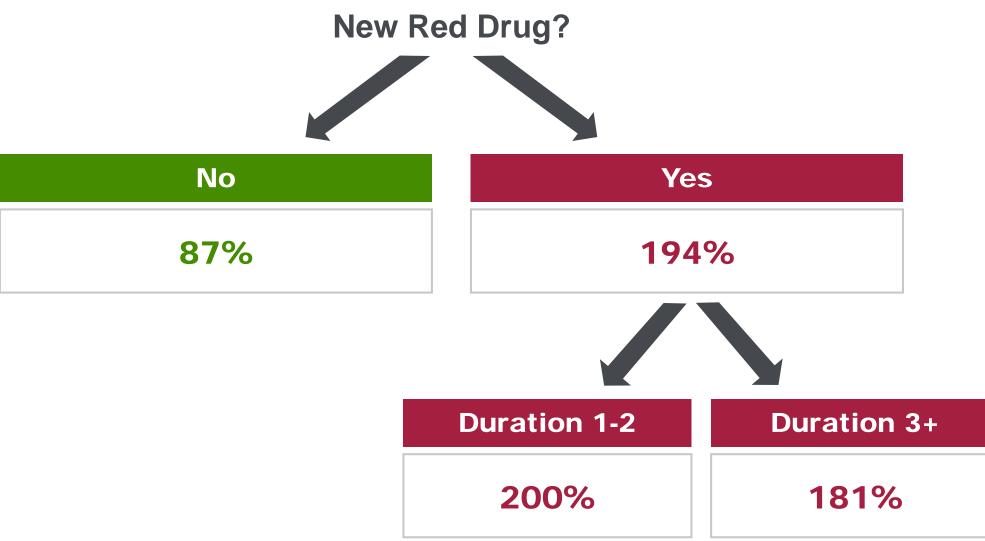


## **Monitoring Accelerated Underwriting / Simplified Issue**

- Random hold-outs
- Post-issue APS ordering
- ReCheck
  - Relatively inexpensive
  - Flag cases with significant new medical information
  - Identify potential underwriting improvements
  - Improve mortality



#### New significant drugs indicate high relative mortality.



### **Sample Case #1 – Original Data**

- Final Expense
- Age: 58 | Gender: M
- Face Amount: \$10,000
- App Date: 10/24/16
- Original Rx Query: 11/2/16
- Prescriptions Filled: 7

Case Number: Date Requested: 11/2/2016 Owned By: XML XML PRINT DOWNLORD TO PDF	Active     Closed     SAVE & EXIT	View Options • <u>Show Summaries Only</u> • <u>Show Drugs</u> • <u>Show Rx Details</u>	
+ Notes	hamades llanks	- PyCuida	Show Rx Details
	<u>'harmacies</u> <u>Hank's</u>	<u>s RxGuide</u>	Show for Details
SSN DOB Age 58 Male Zi	p Code		
Prior 2013 2014		2015	2016
+ SIMVASTATIN (Simvastatin)	RxGuide MEDIUM	<u>1 Fill</u>	
+ ASPIRIN EC LOW DOSE (Aspirin)	LOW	<u>1 Fill</u>	
+ FERROUS SULFATE (Ferrous Sulfate)	LOW	<u>1 Fill</u>	
+ MULTI-VITAMINS (Multiple Vitamin)	LOW	<u>1 Fill</u>	
+ NAPROXEN (Naproxen)	RxGuide LOW	<u>1 Fill</u>	
+ OMEPRAZOLE (Omeprazole)	RxGuide LOW	<u>1 Fill</u>	
RANITIDINE HCL (Ranitidine HCl)	LOW	<u>1 Fill</u>	



### **Sample Case #1 – ReCheck Data**

- Final Expense
- Age: 59 | Gender: M
- Face Amount: \$10,000
- App Date: 10/24/16
- Original Rx Query: 11/2/16
- ReCheck Rx Query: 11/20/17
- Prescriptions Filled: 24

Probable Condition	Days After Query
Cancer	12

Case Number: Date Requested: 11/20/2017 Owned By: XML XML PRINT RESUBMIT		Active     Closed     SAVE & EXIT	View Options • <u>Show Summaries Only</u> • <u>Show Drugs</u> • <u>Show Rx Details</u>	
+ Notes	24 Fills Dectors D	barmacion		Show Rx Details
SSN DO	24 Fills Doctors P Age 59	Male Zip Code		Show for Details
Prior 2014	2015		016 2	2017
4			31 332 1	2 2
+ CARBOPLATIN (Carl	boplatin)	HIGH	<u>4 Fills</u>	
+ FUROSEMIDE (Furos	semide)	нісн	1.Eill	
+ ONDANSETRON OD	T (Ondansetron)	HIGH	<u>2 Fills</u>	
+ OXALIPLATIN (Oxal	iplatin)	HIGH	1_Eill	
+ PACLITAXEL (Paclita	ixel)	HIGH	<u>4 Fills</u>	
ACYCLOVIR (Acyclov	rir)	MEDIUM	<u>1 Fill</u>	
2013 + SIMVASTATIN (Sim	vastatin)	MEDIUM	<u>1. Fill</u>	
	VULANATE POTASSIUN	LOW	<u>1 Fill</u>	
(Amoxicillin & Pot Cla	vulanate)			
2013 + ASPIRIN EC LOW D	OSE (Aspirin)	LOW	<u>1 Fill</u>	
+ FERROUS SULFATE	(Ferrous Sulfate)	LOW	1_Eill	
2013 FLUOCINONIDE (Flu	iocinonide)	LOW	<u>1 Fill</u>	
+ FOLIC ACID (Folic A	cid)	LOW	<u>1 Fill</u>	
+ ISOSOURCE 1.5 CA	L (Nutritional Supplement:	s) LOW	1_Eill	

#### **Sample Case #2 – Original Data**

- Simplified Issue
- Age: 38 | Gender: F
- Face Amount: \$100,000
- Original Rx Query: 5/9/16
- Prescriptions Filled: 75

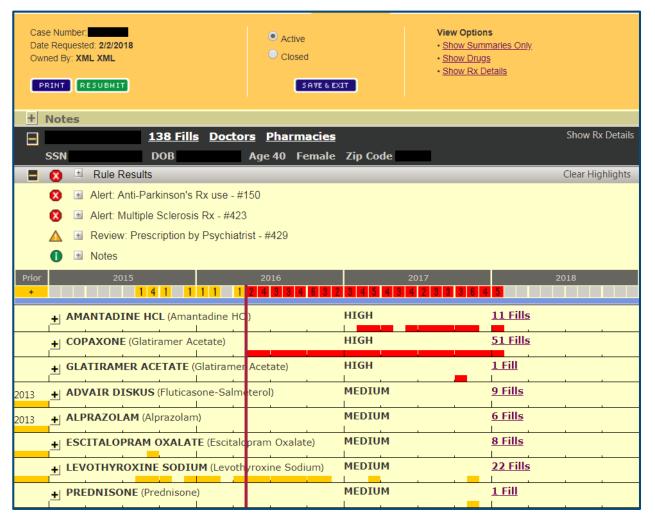
Case Number: Case	Active     Closed	View Options • <u>Show Summaries Only</u> • <u>Show Drugs</u> • <u>Show Rx Details</u>	
+ Notes			Show Rx Details
	rs <u>Pharmacies</u>		SHOW IX Details
SSN DOB	Age 38 Female Zip Code		Clear Highlights
Notes			
Prior 2013	2014	2015 20	16
Phor         2013           •         1         3         5         1         6         1		2013	10
2009 <b>H</b> SINGULAIR (Montelukast Sodium)	HIGH	<u>2 Fills</u>	
+ ADVAIR DISKUS (Fluticasone-Sal	meterol) MEDIUM	<u>14 Fills</u>	
+ ALPRAZOLAM (Alprazolam)	MEDIUM	<u>6 Fills</u>	· · · · · · · · · · · · · · · · · · ·
ESCITALOPRAM OXALATE (Escita	alopram Oxalate) MEDIUM	<u>7 Fills</u>	
+ LEVOTHYROXINE SODIUM (Levo	thyroxine Sodium) MEDIUM	<u>5 Fills</u>	
2012 <b>• SYNTHROID</b> (Levothyroxine Sodiu	m) MEDIUM	<u>38 Fills</u>	
🛨 XANAX (Alprazolam)	MEDIUM	<u>1 Fill</u>	
2010 🛨 AMOXICILLIN (Amoxicillin)	LOW	<u>1 Fill</u>	· · · · · · · · · · · · · · · · · · ·
EFDINIR (Cefdinir)	LOW	<u>1 Fill</u>	· · · · · · · · · · · · · · · · · · ·



#### **Sample Case #2 – ReCheck Data**

- Simplified Issue
- Age: 40 | Gender: F
- Face Amount: \$100,000
- Original Rx Query: 5/9/16
- ReCheck Rx Query: 2/2/18
- Prescriptions Filled: 138

Probable Condition	Days After Query
Multiple Sclerosis	15



## Sample Case #3 – Original Data

- Fully Underwritten
- Age: 50 | Gender: F
- Face Amount: \$1,000,000
- Original Order Date: 3/21/18
- Original Rx Fills: 26

Case Number:     Output     View Options       Date Requested: 3/21/2018     • Active     UW Review     • Show Summaries Only.       Owned By: XML XML     • Closed     • Closed     • Show Drugs       PRINT     SAVE & EXIT			<u>Show Summaries Only</u> <u>Show Drugs</u>
+ Notes			
	<u>Doctors</u> Pharmacie		Show Rx Details
SSN DOB	Age 50 Fema		
Prior 2015	2016	2017	2018
METHYLPREDNISOLONE     (Methylprednisolone)	DOSE PACK	MEDIUM	<u>6 Fills</u>
+ PREDNISONE (Prednisone	)	MEDIUM	<u>1 Fill</u>
+ AZITHROMYCIN (Azithror	nycin)	LOW	<u>1 Fill</u>
+ FLUOCINONIDE (Fluocino	nide)	LOW	<u>10 Fills</u>
HYCOLOG-II (Nystatin-Tri	amcinolone)	LOW	<u>1 Fill</u>
NEOMYCIN/ POLYMYXII     (Neomycin-Polymy-Dexam		LOW	<u>1.Fill</u>
TRIAMCINOLONE ACETO     Acetonide (Topical))	NIDE (Triamcinolone	LOW	<u>3 Fills</u>
+ VITAMIN D (Ergocalcifero	)	LOW	



### Sample Case #3 – ReCheck Data

- Fully Underwritten
- Age: 50 | Gender: F
- Face Amount: \$1,000,000
- Original Order Date: 3/21/18
- Original Rx Fills: 26
- ReCheck Order Date: 8/5/18
- ReCheck Rx Fills: 42

Case Number Date Requested: 8/5/2018 Owned By: XML XML PRINT	Active     Closed     SAVE & EXIT	View Options • Show Summaries • Show Drugs • Show Rx Details	<u>Only</u>
+ Notes	Dharmanian		Show Rx Details
SSN DOB	s <u>Pharmacies</u> Age 51 Female Zip Code		Show for Details
Prior 2015	2016	2017	2018
2 2 3 1 2 2	2 1 1	131	4 3 3 5
+ TAMOXIFEN CITRATE (Tamoxifen Cit	rate) HIGH	2 Fills	
METHYLPREDNISOLONE DOSE PAC (Methylprednisolone)	K MEDIUM	<u>6 Fills</u>	
OXYCODONE/ ACETAMINOPHEN (O Acetaminophen)	xycodone w/ MEDIUM	<u>1.Fill</u>	
+ RIFAMPIN (Rifampin)	MEDIUM	2 Fills	
+ VICODIN (Hydrocodone-Acetaminoph	en) MEDIUM	<u>1 Fill</u>	
+ CEFADROXIL (Cefadroxil)	LOW	4 Fills	
+ FLUOCINONIDE (Fluocinonide)	LOW	11 Fil	s
+ MUPIROCIN (Mupirocin)	LOW	<u>1 Fill</u>	_
SULFAMETHOXAZOLE/ TRIMETHOM     (Sulfamethoxazole-Trimethoprim)	PRIM DS LOW	<u>4 Fills</u>	



### **Sample Case #3 – ReCheck Data**

Days After	Fill	Prescriber	
9	Cefadroxil	Reconstructive Surgeon	
12	Oxycodone	Breast Cancer Surgeon	
14 18 33	Mupirocin Hydrocodone SMX/TMP	Reconstructive Surgeon	
42	Tamoxifen	Oncologist	
106	Rifampin	Infectious Disease	

Probable Condition	Days After Order
Breast Cancer	9

Case Number: Date Requested: 8/5/2018 Owned By: XML XML PRINT SAT			EXIT	View Options • Show Summaries Only • Show Drugs • Show Rx Details	
1 +	Votes				
	42 Fills Doctors				Show Rx Details
		Age 51 Female			
Prior 2	2015	2016	2017		5
_	+ TAMOXIFEN CITRATE (Tamoxifen Cit		нібн	2 Fills	
	<u> </u>		L		
	METHYLPREDNISOLONE DOSE PAC (Methylprednisolone)	ĸ	MEDIUM	<u>6 Fills</u>	
	OXYCODONE/ ACETAMINOPHEN (O Acetaminophen)	xycodone w/	MEDIUM	1_Fill	
	+ RIFAMPIN (Rifampin)		MEDIUM	2 Fills	_
	+ VICODIN (Hydrocodone-Acetaminophe	en)	MEDIUM	1_Fill	
	CEFADROXIL (Cefadroxil)		LOW	<u>4 Fills</u>	
	+ FLUOCINONIDE (Fluocinonide)		LOW	<u>11 Fills</u>	
	+ MUPIROCIN (Mupirocin)		LOW	<u>1 Fill</u>	
	SULFAMETHOXAZOLE/ TRIMETHOF     (Sulfamethoxazole-Trimethoprim)	PRIM DS	LOW	<u>4 Fills</u>	

#### **Introduction to Medical Data**

Query data sources in real time

FCRA compliant – 7 years of data

Obtain applicant's claim data from recent medical encounters

- Diagnosis codes (ICD 9 / 10)
- Procedure codes (CPT)
- Durable medical equipment codes
- Inpatient / clinic-administered medications
- Provider, encounter information

3

Engine interprets the data and makes decisions

Application data, Rx, Medical Data, MIB, MVR, etc.

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#### Medical Data can also be incorporated into ReCheck.

- Medical Data can be ordered with ReCheck, in addition to Rx
- Look for medical claims prior to application date
- Companies may decide that they can rescind a policy based on Medical Data alone (FCRA compliant)



### **Sample Case – Original Data**

- Final Expense
- Age: 49 | Gender: F
- Original Rx Query: 10/25/16
- Prescriptions Filled: 31

Ξ	31 Fills Doctors Pharmacies		Show Rx Details
:	SSN DOB Age 49 Female	Zip Code	
	😰 🕦 🗄 Irix Results		Clear Highlights
	😰 🕕 🗄 Very Serious Second Line Anti-Obesity Rx - Prior	2 - #378	
	🕐 🕕 🗄 Notes		
Prior	2013 2014	2015	2016
+			2 2 1
2011	FLUCONAZOLE (Fluconazole)	HIGH	<u>1 Fill</u>
	H METHYLPREDNISOLONE DOSE PACK	HIGH	<u>1 Fill</u>
	(Methylprednisolone)		
	HYDROCODONE/ ACETAMINOPHEN (Hydrocodone-	MEDIUM	<u>5 Fills</u>
	Acetaminophen)		
	H MORPHINE SULFATE (Morphine Sulfate)	MEDIUM	<u>1 Fill</u>
<u> </u>		MEDIUM	1 Fill
	OMEPRAZOLE (Omeprazole)		
	+ PHENTERMINE HCL (Phentermine HCl)	MEDIUM	<u>3 Fills</u>
	PROAIR HFA (Albuterol Sulfate)	MEDIUM	<u>1 Fill</u>
	+ AMOXICILLIN (Amoxicillin)	LOW	<u>2 Fills</u>

### Sample Case – ReCheck Data (Medical Data)

- Final Expense
- Age: 49 | Gender: F
- Original Rx Query: 10/25/16
- ReCheck Dx Query: 8/16/17
- Medical Data Claims: 37

	Not Found <u>Doctors</u> <u>Pharmacies</u> <u>Medical</u>	Show Rx Details
SSN	DOB Age 49 Female Zip Code	
<b>•</b>	* Irix Results C	lear Highlights
	Dx - Liver Cancer - #9076	
	Dx - Liver Cancer	
	C22.1 - 10/13/2016-10/13/2016 - Intrahepatic bile duct carcinoma	
	C22.9 - 10/21/2016-10/21/2016 - Malignant neoplasm of liver, not specified as primary or sec	ondary
BP D	B Dx - Fibromyalgia - Prior - #9154	
BP D	Dx - Hepatic Failure - Few - #9512	
BP D	😠 Dx - Neoplasm, Uncertain Behavior - #9214	
•	Notes	

Probable Condition	Days Before Query
Liver Cancer	12



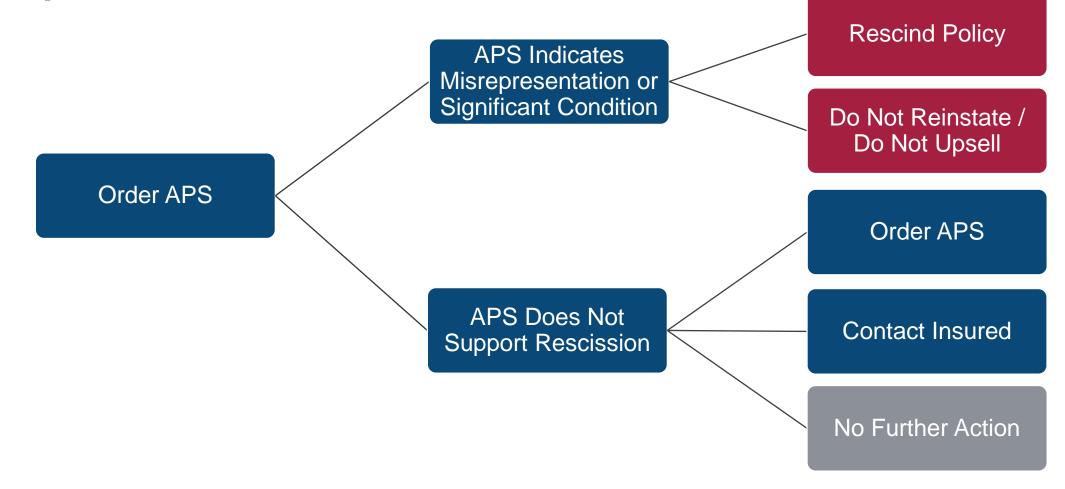
## Sample Case – ReCheck Data (Medical Data)

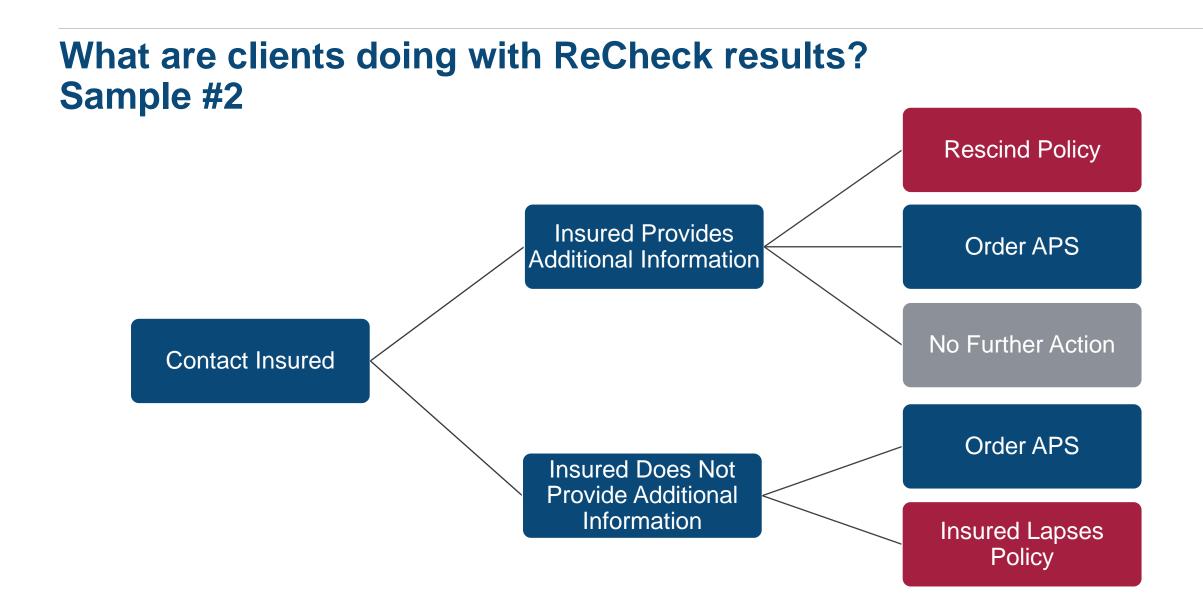
- Final Expense
- Age: 49 | Gender: F
- Original Rx Query: 10/25/16
- ReCheck Dx Query: 8/16/17
- Medical Data Claims: 37

Probable Condition	Days Before Query	
Liver Cancer	12	

10/13/2016-		Intrahepatic bile duct carcinoma	ICD-10	C22.1
10/13/2016	OLATUNJI ALESE	Office/outpatient visit new	CPT-4	99205
10/13/2016-		Intrahepatic bile duct carcinoma	ICD-10	C22.1
10/13/2016	CRAWFORD LONG HOSPITAL	Office/outpatient visit new	CPT-4	99205
10/21/2016- 10/21/2016 EMORY UNIVERSITY	Liver disease, unspecified	ICD-10	K76.9	
	Malignant neoplasm of liver, not specified as primary or secondary	ICD-10	C22.9	
		Implantable tissue marker	HCPCS	A4648
	Immunohisto antibody stain (TECHNICAL COMPONENT)	CPT-4	88342	
	Normal saline solution infus	HCPCS	J7040	
	Tissue exam by pathologist (TECHNICAL COMPONENT)	CPT-4	88305	
	Immunohisto antibody slide (TECHNICAL COMPONENT)	CPT-4	88341	
	Needle biopsy of liver	CPT-4	47000	
	Cytopath eval fna report (TECHNICAL COMPONENT)	CPT-4	88173	
	Inj midazolam hydrochloride	HCPCS	J2250	
	Morphine sulfate injection	HCPCS	J2270	
	Fentanyl citrate injeciton	HCPCS	J3010	
	Ct scan for needle biopsy	CPT-4	77012	
	Cytp dx eval fna 1st ea site (TECHNICAL COMPONENT)	CPT-4	88172	
	Cytp fna eval ea addl (TECHNICAL COMPONENT)	CPT-4	88177	
10/21/2016- 10/21/2016 WILLIAM SMALL		Hepatomegaly, not elsewhere classified	ICD-10	R16.0
	WILLIAM SMALL	Needle biopsy of liver	CPT-4	47000
	Ct scan for needle biopsy (Professional Component)	CPT-4	77012	
10/21/2016- UMA 10/21/2016 KRISHNAMURTI		Immunohisto antibody stain (Professional Component)	CPT-4	88342
	Cytp dx eval fna 1st ea site (Professional Component)	CPT-4	88172	
	Cytopath eval fna report (Professional Component)	CPT-4	88173	
	Cytp fna eval ea addl (Professional Component)	CPT-4	88177	
	Tissue exam by pathologist (Professional Component)	CPT-4	88305	
	Immunohisto antibody slide (Professional Component)	CPT-4	88341	

# What are clients doing with ReCheck results? Sample #1







#### **ReCheck can lead to several valuable outcomes.**

Rescission

Policyholder Outreach (Lapse)

Agent Investigation / Charge-Back

Insight Into Accelerated / SI Program

Do Not Reinstate / Do Not Upsell

Rate Class Change



## **Questions?**





## Thank you for joining us!

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