

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Life insurance claims rescinded during the contestable period.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.

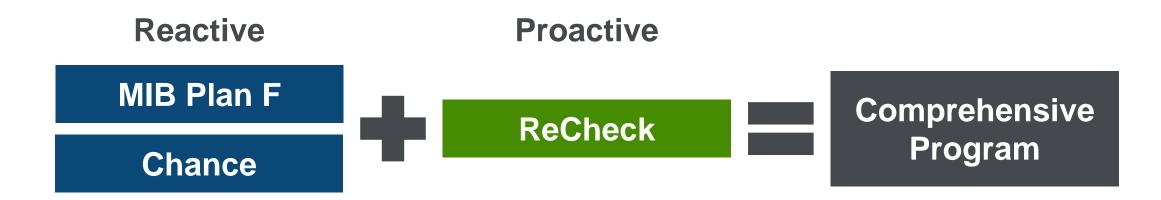
MIB Plan F

- 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

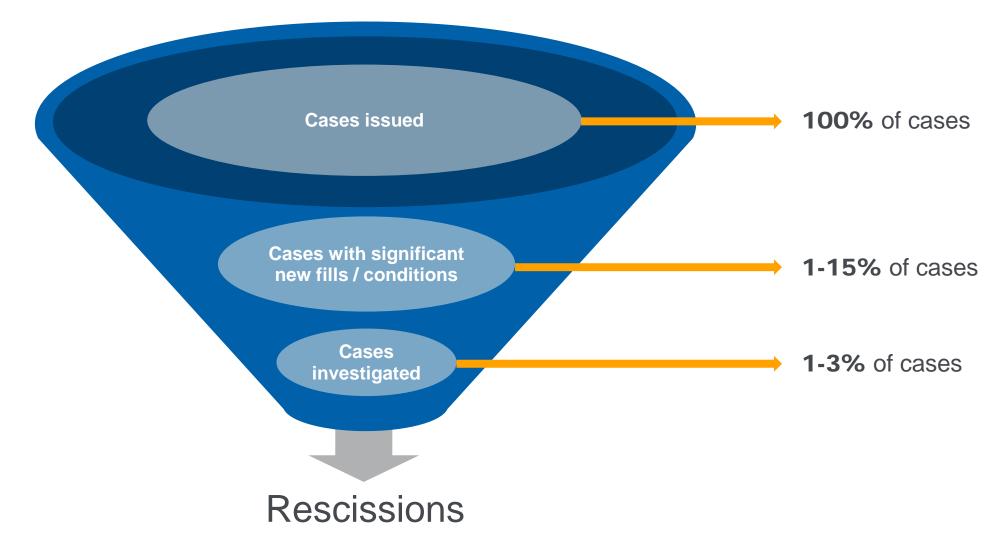
Flags potential misrepresentation early

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

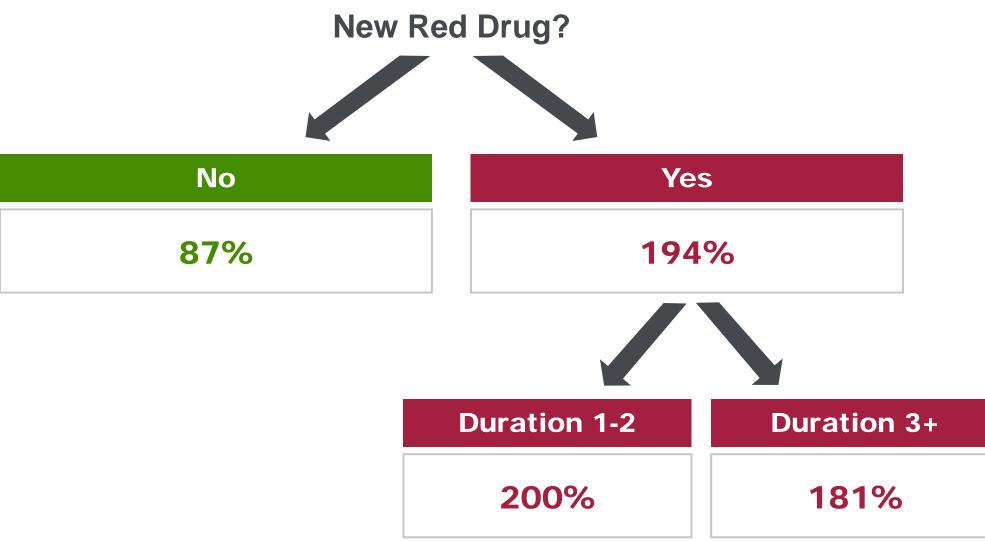


Monitoring Accelerated Underwriting / Simplified Issue

- 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

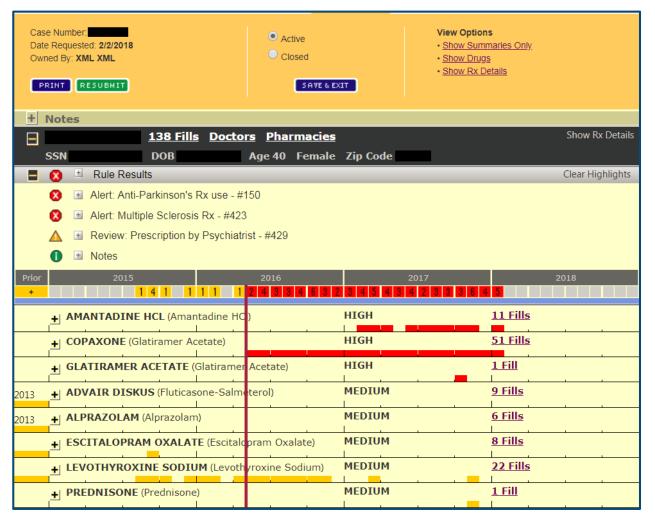
Case Number: Case	Active Closed	View Options • <u>Show Summaries Only</u> • <u>Show Drugs</u> • <u>Show Rx Details</u>	
+ Notes			Show Rx Details
	rs <u>Pharmacies</u>		SHOW IX Details
SSN DOB	Age 38 Female Zip Code		Clear Highlights
Notes			
Prior 2013	2014	2015 20	16
Phor 2013 • 1 3 5 1 6 1		2013	10
2009 H 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 • SYNTHROID (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.

C Milliman

Proprietary and Confidential

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	
•	* 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



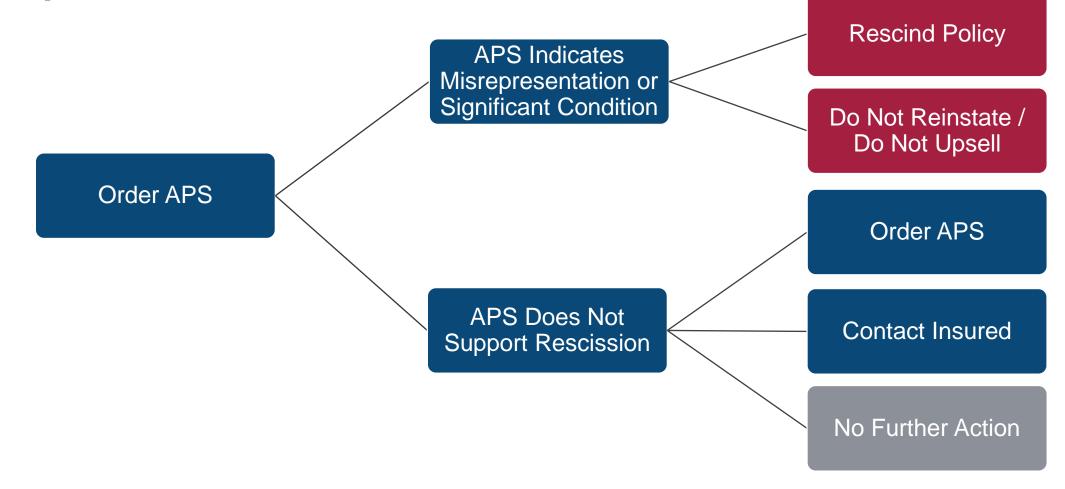
Sample Case – ReCheck Data (Medical Data)

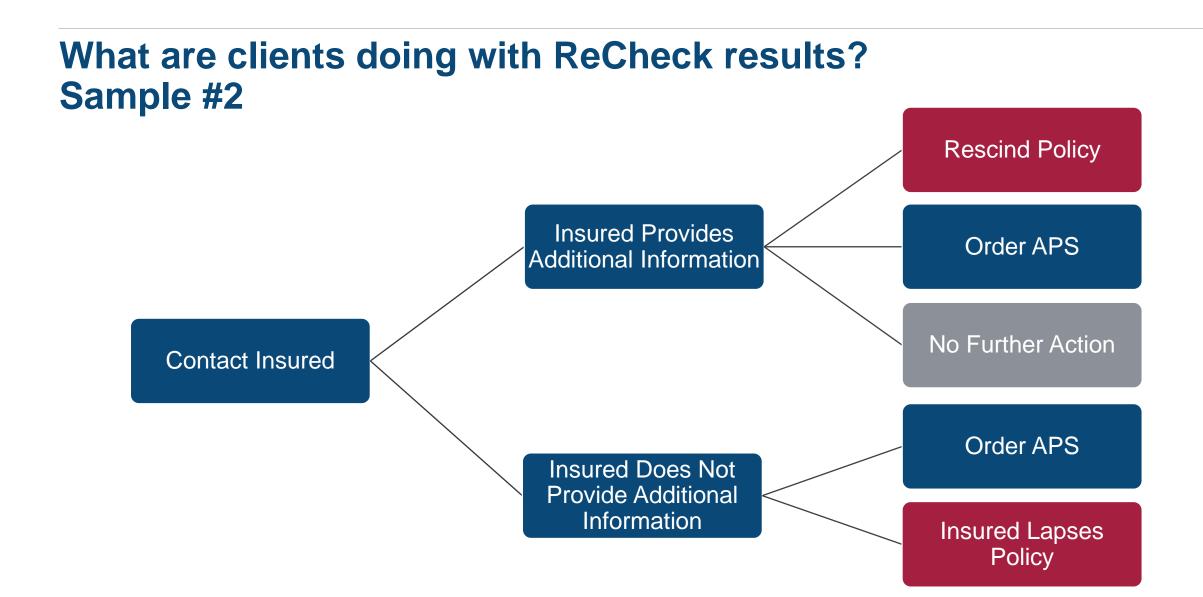
- Final Expense
- Age: 49 | Gender: F
- Original Rx Query: 10/25/16
- ReCheck Dx Query: 8/16/17
- Medical Data Claims: 37

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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