

COMPLY WITH FTC RED FLAGS RULE

Protect Your Organization by Implementing Identity Theft and Red Flags Rule Training

As many as nine million Americans have their identity stolen each year. In response to the rapid rise of identity fraud and theft, the Federal Trade Commission (FTC) passed the Red Flags Rule. Effective November 1, 2009, the Red Flags Rule requires all covered entities, including healthcare providers, to implement an identity theft prevention program that is designed to detect, prevent and mitigate identity theft. The rule emphasizes staff training as a mandatory requirement. HealthStream's **Identity Theft and the Red Flags Rule** courseware is uniquely designed for healthcare employees and teaches staff how to detect and respond to red flags that indicate possible identity theft among people presenting as patients seeking care. HealthStream's Identity Theft and the Red Flags Rule courseware is one way your organization can train staff to recognize and prevent identity theft and fraud. In turn, it also will help you reduce risk from treating patients whose identity is fraudulent, save time spent in treatment mistakes made due to fraud, save money in terms of avoiding fines and the cost of unreimbursed care, and remain compliant with Federal requirements for identity confirmation.

“Creditors in the health care field may be at risk of medical identity theft (i.e., identity theft for the purpose of obtaining medical services) and, therefore, must identify Red Flags that reflect this risk.”

Preamble to the Red Flags Rule

Impact:

Be Compliant

- Meet FTC Red Flags training requirements
- Validate knowledge and skills with post tests

Reduce Risk

- Avoid costly penalties and fines
- Detect, prevent and mitigate identity theft

Save Time

- Update staff on essential information in less than 20 minutes
- Enable employees to receive training 24x7

4 Suspicious Activity on a Patient Account

A patient contacts you complaining about a receipt from a collection agency for services never received. If the patient's claim can be verified, the collection activity should be terminated, and the collection agency notified. The account should be closed and fraudulent information should be removed from the victim's files and held separately to prevent contamination of the victim's health and financial records.



Identity Theft and the Red Flags Rule provides real life examples of identity theft and fraud and trains healthcare professionals on how to properly address the issue.

About HealthStream

HealthStream (NASDAQ: HSTM) is a leading provider of research and learning solutions for the healthcare industry. HealthStream focuses on turning “Insight into Action” for leading healthcare providers and suppliers through continuous measurement and adaptive learning.