



What is an audit?

Your questions answered

An audit generally involves notifying a health professional that a concern has been identified in their claiming history and asking them to voluntarily provide information supporting those claims.

Medicare Australia conducts audits to make sure the right person receives the right payment at the right time. The aim of an audit is to check that:

- the service was provided
- the provider, patient and service were all eligible for benefits
- the service provided met the item requirements.

How might I be identified for an audit?

Audits target services identified as being at medium to high risk of noncompliance, such as Medicare items with a high risk of misitemisation or incorrect claiming, unusual or unexpected growth. Medicare Australia also uses sophisticated risk assessment processes and data reviews to identify irregular or unusual claiming patterns.

Each year, Medicare Australia audits four per cent of the total provider population so receiving a request for an audit is not likely to occur regularly.

Medicare Australia's *National Compliance Program* contains information about high risk areas and the detection and monitoring techniques used to identify claims for audit.

For more information go to www.medicareaustralia.gov.au then **For health professionals > Doing business with Medicare Australia > Compliance > National Compliance Program**

How will I find out I am being audited?

Generally you will be asked to participate in an audit by mail. The letter will state that there is a possible issue in your claiming history relating to specific claims and that Medicare Australia would like you to provide evidence supporting those claims.

The letter will set out the name and contact details of the Medicare Australia auditor. The letter will also contain a Privacy Notice detailing the reasons why the information is collected, who the information will be viewed by and how it will be used and stored.

How do I respond to an audit request?

To respond to an audit request you can make copies of the relevant documents or electronic files you feel adequately demonstrate your compliance with the item descriptor for the claim/s being audited. You can send copies of these documents to Medicare Australia.

If you keep adequate and current records, the impact of responding to an audit should be minimal.

Will I have to notify my patients that I am being audited?

If you are selected to participate in an audit you do not need to notify your patients. The information Medicare Australia seeks relates to the facts of the service and compliance with the item requirements.

What might occur at the end of an audit?

In some cases Medicare Australia audits end with our concerns being addressed and no further action being taken. In other cases, we may note some minor infractions and provide education and support to help you avoid future mistakes. In cases where incorrect claims are identified we may ask for the repayment of the benefits that should not have been paid.

What is an audit?

Your questions answered

What will happen to the documents I send to Medicare Australia?

Documentation forwarded to Medicare Australia is viewed by a limited number of specifically trained and authorised staff. We store information in accordance with legislative requirements and current policies. This ensures personal information is safeguarded.

At the conclusion of the audit, we will either return the information to you or destroy it in accordance with legislative requirements, depending on your preference.

What if I have concerns about the audit?

If you have concerns about participating in an audit you should contact the nominated officer detailed in the audit letter.

You can also choose to request assistance from a third party, for example a legal advisor, your industry association or your medical indemnity insurer.

Medicare Australia is committed to conducting compliance audits with high standards of professionalism. Medicare Australia officers will help you to understand the reason for, and the outcome of our audit activity, and will give you a fair opportunity to respond to any findings or decisions.

At the end of the audit we will also give you the opportunity to provide feedback in relation to your experience.

For more information:

- go to www.medicareaustralia.gov.au then **For health professionals > Doing business with Medicare Australia > Compliance**
- call 132 150*.

If you would like to provide comments or feedback on our *National Compliance Program* you can email compliance.feedback@medicareaustralia.gov.au

* Call charges apply.