

## DHSS TOOLS

### Help Program Integrity Identify the Largest Fraud Case in TRICARE History

*AURORA, Colorado—TRICARE's Program Integrity Office successfully battles health care fraud within the military health system (MHS) using Defense Health Services System (DHSS) purchased care applications. These frontline tools have helped to identify millions of dollars in fraud and abuse worldwide against the MHS.*

In November 2008, TRICARE was part of a collaborative team of individuals and organizations unanimously selected by the National Health Care Anti-Fraud Association (NHCAA) for its "2008 Investigation of the Year Award." The award was presented to the team for its work on "US vs Health Visions Corporation and Thomas Arthur Lutz," an investigation involving fraudulent TRICARE claims in the Philippines.

The team included TRICARE Program Integrity, U.S. Attorney's

Office Western District of Wisconsin, Defense Criminal Investigation Service, U.S. Postal Service, DoD-IG Audit, and TRICARE's overseas contractor, Wisconsin Physicians Service (WPS).

After receiving complaints from beneficiaries and providers in the Philippines, TRICARE Program Integrity Office Director Rose Sabo and her 12-member team validated aberrant patterns of billings using DHSS's Purchased Care Data Warehouse (PCDW) and the Purchased Care Detailed Information System (PCDIS). The billings were associated with Health Visions Corporation, an entity that served as a health care provider, third-party biller and supplemental insurer to beneficiaries in the Philippines. A case referral to law enforcement was developed with the assistance of WPS launching a five-year joint investigation which resulted in a 75-count indictment, guilty pleas, and a judgment for more than \$100 million dollars for TRICARE.

*(Continued on page 4)*



*From left to right: Dawn Borum, DoD-IG Audit; Martina Berg, WPS Program Integrity Supervisor; Rose M. Sabo, Director, TRICARE Program Integrity; Cindy Roegner, TRICARE Supervisory Health Care Fraud Specialist; Michael Joseph, DoD IG Audit; Ann Vamstad, Manager, WPS Program Integrity; Scott J. Grady, Project Manager, DOD-IG Audit.*

# CDM Training

## Available to Users

*The Clinical Data Mart (CDM) has released an updated training schedule on MHS Learn. If you are a new CDM user or need some refresher training, please visit MHS Learn at <https://mhslearn.satx.disa> and register for a session. In addition, DHSS also offers one-on-one training for any CDM user. To sign up for one-on-one training, please submit a ticket through the MHS Help Desk at <http://www.mhs-helpdesk.com>.*

The one-hour classes will be held on Tuesdays at 10 a.m. (EST) through January 27, 2009. The only exception will be one class on Wednesday, January 21, 2009. Additional classes will be held on Thursdays for OCONUS CDM users, or for those requesting a later training time. These classes will be held at 7 p.m. (EST) on January 8 through January 29, 2009.

Pre-registration through MHS Learn (<https://mhslearn.satx.disa>.mil/keyword, "CDM") is required. Students should only register for one session.

The training is focused on helping users build and schedule queries. Users will also learn how to share and export reports and to display data in charts and graphs.

Registrants are encouraged to be active CDM users. If you do not currently have CDM access, please see your local AHLTA system administrator for access and registration forms.

For additional information or assistance or ideas on how to better serve you, please contact the MHS Help Desk at 1-800-600-9332.

## CDM Training Schedule

<b>10 a.m. Eastern Standard Time</b>
Tuesday, January 6, 2009
Tuesday, January 13, 2009
Wednesday, January 21, 2009
Tuesday, January 27, 2009
<b>7 p.m. Eastern Standard Time</b>
Thursday, January 8, 2009
Thursday, January 15, 2009
Thursday, January 22, 2009
Thursday, January 29, 2009

# Enterprise Wide Scheduling & Registration (EWS-R)

## Project Lead Recognition

*EWS-R provides enterprise scheduling and registration capability for the military health system. EWS-R's key benefits include the ability to reduce duplicate patient registrations while providing improved access to medical and dental appointments.*

Key features of EWS-R are its ability to present calendar-based scheduling and to generate one-stop scheduling for local primary and specialty care. EWS-R also creates a calendar view of providers' appointment schedules for quick, at-a-glance views of their availability.

Recently, the DHSS Clinical Support Division recognized the efforts of an EWS-R Champion, CDR Julia Buck, Director of Health Services, Naval Health Clinic, Corpus Christi, Texas. CDR Buck and her team were recognized for their support of EWS-R in improving access to beneficiaries worldwide.



*DHSS Deputy Program Manager for Clinical Support Jenna Noble, left, presents a DHSS recognition plaque to EWS-R Project Lead Navy CDR Julia Buck.*

## Deployment Begins for DMLSS 3.1.0

*The DHSS Joint Medical Logistics Development Center (JMLFDC) is deploying the Defense Medical Logistics Standard Support (DMLSS) version 3.1.0. This version transforms DMLSS 3.0.6 operating system and database from HP Informix/Unix to Windows/Oracle.*

DMLSS 3.1.0 uses an active directory/collaborative forest concept for remote access provided by the U.S. Army Medical Information Technology Center. This version also increases the speed of DMLSS and provides the facility management module with Drawbase 6.4.

DMLSS 3.1.0 is deployed using a single activator provided by the Space and Naval Warfare Systems Center with remote support from JMLFDC. Since the start of deployment in September 2008, this version has been released to eight sites within the military health system and is expected to be deployed to more than 200 sites by the end of 2009.

DMLSS is the Department of Defense standard medical logistics system and delivers cost-effective, state-of-the-art logistical healthcare support to treatment facilities worldwide. DMLSS delivers automation support of medical logistics business practices and offers a comprehensive range of materiel, equipment, and facilities management information systems.

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*(Continued from page 1)*

PCDW is a single repository of more than 10 years worth of data readily available to Ms. Sabo and her team. Combining all data into a single repository allows for more complex inquiries to identify the patterns of aberrant billing. Ms. Sabo says PCDW is one of the cornerstones of TRICARE's investigative efforts worldwide. She and her team use PCDIS daily to review detail claim-related data by a variety of captured data fields which can include a providers name, beneficiary name, internal control/claim number, as well as fiscal year summarized provider and beneficiary data.

Identified as PCDIS "power users," Ms. Sabo and her team receive about 1,000 investigative leads each year. They examine each one extensively and rely heavily upon the PCDW and PCDIS databases to determine the validity of a potential health care fraud allegation.

"We use PCDIS and PCDW every day and sometimes on nights and weekends because it is essential that every single dollar be safeguarded for health care and we have to do everything we can to ensure the availability of care to every one of our beneficiaries," Ms. Sabo said. "Fraud control programs are essential. We live our vision statement of: 'Guarding the health care of those who guard us.'"

## DHSS EIDS Web Portal Moved Without Service Interruption

The DHSS EIDS Web Portal Eastern Operations Center closed on December 19, 2008 and was successfully migrated to a new DISA computing facility with no interruption in service to its thousands of users worldwide. The Web Portal provides a gateway to access DHSS products. The new URL is <https://dhss.csd.disa.mil>.

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