Best Practices to Prevent Medical Identity Theft at No Cost

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Vice President
CrossChx

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Ohio Health Information Partnership
1,850,000
Patients are impacted by medical identity theft.
41 Billion Dollars
51% of patients lose trust in their healthcare providers as a result of Medical Identity Theft.
10% of the medical records are duplicates.
98,000 patients die annually as a Result of Medical Errors; the 6th leading cause of DEATH.
## Best Practices to Prevent Medical Identity Theft at No Cost

<table>
<thead>
<tr>
<th>Practice</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask for two pieces of identification at registration.</td>
<td></td>
</tr>
<tr>
<td>Look for inconsistencies in the patient record.</td>
<td></td>
</tr>
<tr>
<td>When in doubt, notify medical records and create a temporary Jane Doe/John Doe medical record.</td>
<td></td>
</tr>
<tr>
<td>Build awareness of medical identity theft as a quality-of-care issue.</td>
<td></td>
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<tr>
<td>Avoid using the patients’ Social Security Number for identification purposes.</td>
<td></td>
</tr>
<tr>
<td>Use identity verification software to prevent and monitor suspicious activity.</td>
<td></td>
</tr>
</tbody>
</table>
What is CrossChx?

- Prevent Fraud
- Eliminate Duplicates
- Improve outcomes
CrossChx provides **global, authoritative, and comprehensive** patient identity resolution.
4,117,129

Patient identities resolved
362,222
Duplicate medical records detected
95% Patient acceptance rate
How does it work?
Patient Search

Date of Birth
Month/Day/Year

09 20 1983
## Patient Search

**Search Criteria:**

DOB: 09-26-1983

**Search Results:**

Filter By Name:

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date of Birth</th>
<th>SSN</th>
<th>MRN</th>
<th>Address</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael</td>
<td>Pierre</td>
<td>1983-09-20</td>
<td>678-55-5888</td>
<td>4417678</td>
<td>67 Coal Road, Stetson, IL, 83065-5501</td>
<td></td>
</tr>
<tr>
<td>Michaelangelo</td>
<td>Simon</td>
<td>1983-09-20</td>
<td>789-55-5888</td>
<td>4517678</td>
<td>4505 Tall Street, Fort Wayne, TX, 83805-5501</td>
<td></td>
</tr>
<tr>
<td>Mike</td>
<td>Shellhaas</td>
<td>1983-09-20</td>
<td>555-55-5888</td>
<td>8217678</td>
<td>679 Fall Blvd, Homaha, IL, 83065-5501</td>
<td></td>
</tr>
<tr>
<td>Mikeal</td>
<td>Stilson</td>
<td>1983-09-20</td>
<td>567-55-5888</td>
<td>4317678</td>
<td>423 Cool Street, Flow, WV, 83085-5501</td>
<td></td>
</tr>
<tr>
<td>Mike</td>
<td>Sheldon</td>
<td>1983-09-20</td>
<td>456-55-5888</td>
<td>4217678</td>
<td>6711 Falls Road, Fort Falls, IL, 83065-5501</td>
<td></td>
</tr>
</tbody>
</table>
Patient Search

Search Criteria

DOB: 09-20-1983

Search Results

Filter By Name:

Mike Sh

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date of Birth</th>
<th>SSN</th>
<th>MRN</th>
<th>Address</th>
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<tr>
<td>Mike</td>
<td>Shellhaas</td>
<td>1983-09-20</td>
<td>555-55-5888</td>
<td>8217678</td>
<td>679 Fall Blvd, Honahoe, IL, 63805-5501</td>
</tr>
</tbody>
</table>

Displaying 1 of 5 Result(s)
Verify Patient

Last Name: Shellhaas
First Name: Mike
DoB: 1983-09-20
SSN: 555-55-5888
MRN: 8217678

Copy MRN to Clipboard

Decline

Start Over
Verify Patient

Success

The patient has been successfully verified.

Last Name: Shellhaas
First Name: Mike
DoB: 1983-09-20
SSN: 555-55-5888
MRN: 8217678

Copy MRN to Clipboard
Attention

Sorry but we cannot identify the patient.
Please check a photo ID or retry verification.
Possibly Already Enrolled

Is one of the following your patient?

<table>
<thead>
<tr>
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<th>Last Name</th>
<th>Date of Birth</th>
<th>SSN</th>
<th>MRN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike</td>
<td>Shellhaas</td>
<td>1963-09-20</td>
<td>555-55-5868</td>
<td>8217678</td>
</tr>
</tbody>
</table>

Not My Patient
CURRENT LIVE CUSTOMERS

Holzer Health System
Fairfield County Hospital System
Marietta Hospital System
Fremont Memorial
Mary Rutan Hospital
Fayette County Hospital
Wooster Community Hospital
Wood County Hospital
Minnie Hamilton Health System
Lake Health

Tripoint Medical Center
Fulton County Hospital
Bryan Community Hospital
Roane Community Hospital
Crystal Clinic
Major Hospital
O'Bleness Memorial
Mercer Health
Wilson Memorial
Prescription Opioid Doses per Capita
Ohio’s Automated Rx Reporting System - Change from 2012 to 2013

Legend
- ADAMHS Board
- Change (%)
  - Blue: -16.2% - 0.0%
  - Red: 0.1% - 5.9%

Map Information:
This map displays the change in per capita prescription opioid dosage rates from 2012 to 2013. On average the number of doses dropped by three percent. Counties with the largest increase in per capita rates were Seneca (5.9%), Auglaize (3.1%) and Holmes (3.1%). Counties with the largest decrease in per capita rates were Brown (-9.5%), Meigs (-10.5%) and Gallia (-16.2%). Per capita rates are based on oral solids and transdermal patches. All opioid solutions and most buprenorphine combinations are excluded from the analyses except for Butrans, which is primarily used for pain management and not medication assisted treatment.

Note: Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Boards have black borders, and counties have white borders. Borders are black in cases where ADAMHS boards and counties have the same borders.

Data Source:
Data adapted by OhioMHAS from
The Ohio State Board of Pharmacy
Map produced May 2014
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Map produced May 2014
Experts in Healthcare Identity Resolution

40 employees

Headquartered in Columbus, Ohio

Financially backed by Drive Capital
Ensuring the right person receives the right care.