



**BGLA Special
Investigation
Unit** Securing
Your Peace of
Mind

**We are here
for you**





At Bupa, we take
fraud very seriously

We are committed to
protecting our customers and
ensuring that all claims are handled
with the utmost integrity.



Insurance fraud is a significant issue, causing substantial financial losses each year. In the United States alone, it's estimated that insurance fraud costs around **US\$308.6 billion annually**. This translates to approximately US\$900 per consumer, due to increased premiums.

The most financially burdensome type of insurance fraud is health care insurance fraud, including Medicare and Medicaid fraud, which cost about **US\$105 billion annually**.

At Bupa, we have zero tolerance for fraud.

Our Bupa Global Latin America Special Investigation Unit (SIU) is dedicated to combating fraud. By leveraging the latest detection, investigation, and recovery techniques, we aggressively pursue all types of fraud. Our commitment is to minimize financial losses and safeguard our customers.

Bupa Global Latin America SIU Team
Our experienced team of professionals working behind the scenes to fight against fraud includes:

- Medical Director
- Medical Service Team
- Claims Team Management
- Claims Quality Assurance
- Customer Service Management
- Information Technology
- SIU Fraud Management
- Fraud Investigators
- Administrative Staff

At Bupa Global Latin America we use the latest Artificial Intelligence (AI) technology. Fighting fraud effectively involves several proven techniques. Here are the key steps:

1. **Prevent.** Through our powered system, Qantev, we perform prepayment claims reviews to avoid fraudulent payments.
2. **Detect.** Qantev flags fraudulent claims and analyzes provider data to identify suspicious behavior.
3. **Investigate.** Our SIU and Medical Service Team will thoroughly investigate all claims flagged by Qantev to determine fraud waste or abuse behaviors.
4. **Recover.** We aggressively pursue recovery of money lost to fraud, waste or abuse.
5. **Report.** We report suspected fraud, waste and abuse to state and federal agencies, as required
6. **Collaborate.** We serve as the liaison with insurance fraud bureaus, and other relevant authorities.

Training and Awareness

At Bupa we maintain a robust fraud training program to educate employees and stakeholders about fraud risk and prevention strategies.

To report fraud, click the button below:

[Fraud Report Form](#)

Or you can call us:

- | | |
|---------------------|------------------|
| US: | 1 (855) 831-3143 |
| Ecuador: | 1 (855) 831-3143 |
| Dominican Republic: | 1 (800) 225-5288 |
| | 1 (800) 872-2881 |
| Panama: | 800-0109 |
| | 800-2288 |
| Mexico: | (800) 872-0516 |