FOX VALLEY ORTHOPEDICS

Identity Compliance Program (Reg Flag Rules)
Frequently Asked Questions

Effective May 1, 2009, Fox Valley Orthopedics (FVO) must comply with The Fair and Accurate Credit Transactions Act of 2003 (FACTA) as amended in October of 2007 to include Red Flag and Address Discrepancy Requirements (Red Flag).

Why was FACTA amended to include Red Flag Rules?
The Red Flag rules are designed to protect consumers from identity theft by requiring businesses like FVO to recognize activities that indicate the possible existence of identity theft.

For what kind of activities will FVO watch that may indicate identify theft?
Some things that may indicate identify theft, or "Red Flag" activities for which FVO will watch, include but are not limited to the following:

- Documents provided for identification that appear to have been altered or forged.
- The photo ID provided by the patient that is not consistent with the appearance of the patient requesting treatment.
- The SSN, birth date or other personal information provided is the same as that submitted by another patient.
- The patient requesting treatment is not able to produce personal identifying information such as driver's license or insurance card.
- Notice from patients that they have received an Explanation of Benefits from their insurance company for services they never received.
- Medical records report medical treatment or conditions that are inconsistent with a physical exam or medical history as reported by the patient.

What will FVO do if they find Red Flag activities on my account?
FVO has created policies and procedures to reduce the opportunity for identity theft, recognize signs of identity theft (Red Flags), and respond to Red Flags when identified. FVO staff has been trained on these policies and procedures and will monitor and update these policies for their effectiveness.
Depending on the type of Red Flag identified, examples of what FVO staff may do in response include but are not limited to the following:

- Flag an account for suspected identity issues so that FVO staff will be alerted to watch for suspicious activity.
- Verify information provided by the patient by researching public information like the Social Security Administration's Death Master File.
- Contact a patient to discuss concern about a possible identity theft.

What will FVO do to reduce the risk of identity theft?
FVO requires a copy of a picture ID for each patient; this is used to confirm the patient's identity and is kept in a secure protected environment for FVO's use only. FVO has security policies in place to ensure that your data is safe from exposure or release to other parties. Our staff is trained in patient privacy, committed to protecting your information and on the alert for suspicious activity.

What can I do to protect my identity?
As a consumer of medical services there are several things you can do to help safeguard your identity, here are some suggestions:

- Safeguard your medical information; keep your medical insurance ID card and other information in a secure place like you would a credit card.
- Request an annual listing of all benefits paid by your insurer and review to be sure only service you or your dependents received are listed.
- If fraudulent activity is suspected, be proactive in contacting the provider of service and investigating the situation.
- Check your credit report. Starting in December 2004 you can get a free copy of your report from the three national consumer reporting agencies, depending on where you live. For more on free credit reports and where you can get yours, see PRC Fact Sheet 1, *Privacy Survival Guide*, www.privacyrights.org/fs/fs1-surv.htm.

For questions, concerns or comments please contact our Chief Executive Officer, Mary O'Brien at 630-584-1400 or mko@fvortho.com.