VoiceVault Helps Clinical Documentation Provider Reduce Healthcare Fraud Incidents

>> Introduction

Fraud is a major road bump that companies have to face, but in the healthcare industry it can cause a sea of legal and financial ramifications if it goes unchecked. According to the FBI, healthcare fraud costs Americans about $80 billion annually.

Therefore, many companies in the healthcare industry are taking active measures to put a stop to fraud, such as Wellington, Florida's Dial-N-Document. Dial-N-Document is a clinical documentation provider that has over 200 clients spread out across more than 38 states. Relying on a phone-based authorization solution and virtual documentation platform, the company wanted a way to upgrade its technology to help its clients, healthcare providers, prevent their employees from committing phone-based fraud during home visits.

"Budgets are tight, and Medicare, Medicaid and private payers can't afford to be paying for services that weren't done or weren't done appropriately," says Dial-N-Document President Donald O'Rourke. "We're trying to clamp down on the ability for someone other than the actual caregiver to be documenting a visit."

>> Challenge

Up until about four years ago, the extent of Dial-N-Document's fraud prevention measures involved the use of personal identification numbers (PINs) over the phone. Healthcare workers were required to enter PINs to verify the start and end of care during home visits. Using PINs, healthcare providers could corroborate that a visit took place between certain hours, but they had no way of ensuring the identity of the person claiming to be the caregiver. The company needed a solution

that would allow for greater visibility into the home during patient interactions.

To add to the challenge, healthcare is a low margin industry. The solution had to be accurate and efficient in order to be accepted by Dial-N-Document's customers. This made voice biometrics, which are incredibly simple and affordable, an appealing solution over other available options.

"I looked at a number of options including fingerprints and iris scans," explains O'Rourke. "These are way too sophisticated for home care. Voice biometrics was pretty much ideal. It's easy, quick and cost effective."

>> Solution

This search for a low-cost, high-quality voice biometric identity verification solution led the company to VoiceVault. According to O'Rourke, Dial-N-Document decided to choose VoiceVault due to the company's history of success, flexibility and robust biometric operating system.

Since installing VoiceVault into its automated documentation platform, Dial-N-Document has been able to realize significant benefits. For example, their customers can now easily verify patient and caregiver interactions whether they take place in or out of the home. Healthcare providers can also conduct random spot checks on caregivers using mobile devices to make sure services are being performed during allotted hours. The company has reduced fraud and sped up its verification processes.

Another rapidly expanding application for voice biometrics beyond the caregiver's voice print involves the patient's voice print. VoiceVault is being utilized by Dial-N-Document to prove the caregiver is "in the presence of" the patient by securing a biometric voice print match. This procedure is most beneficial when care is being delivered at some location other than the patient's home. The patient can also, in jurisdictions where allowed, biometrically "sign off" on the visit note, thus avoiding utilization of less reliable and cumbersome paper signatures.

For these reasons Dial-N-Document is in the process of migrating from VoiceVault's numeric voice recognition system to the newer phrase oriented software in order to make consent and verification solutions easier for patients, especially the elderly. Instead of having to recite numerical passcodes, soon Dial-N-Document will be using VoiceVault's new ViGo software which uses phrases that are easy to recite.

>> Who We Are

VoiceVault is a voice biometric company with expertise in delivering identity verification solutions for mobile, on-device and telephony applications. VoiceVault is 100% focused on voice biometrics allowing us to lead the market in accuracy.

Voice biometrics is a method of identifying individuals by measuring their unique vocal characteristics. The approach relies on the simple fact that speaking is completely natural and effortless and that no two voices are exactly the same.

Our solutions enhance multi-factor authentication processes with *something you are - **your voice***.