



# **FIGHT FRAUD: THE TOP 10 TIPS FOR PLAN MEMBERS**

- 1) **Protect** your personal information which includes your member website login details.
- 2) **Keep** your All-In-One benefit card safe – Don't let anyone else borrow your card to obtain services or products.
- 3) **Ensure** your provider's receipts are correct and reflect the service or treatment you received.
- 4) **Check** your explanation of benefits (EOB) provided with your claim payment for services to ensure that it reflects only those services or products obtained by you or your eligible dependants.
- 5) **Don't** sign your name to blank claim forms.
- 6) **Understand** your benefit coverage and the limits that apply under the Plan.
- 7) **Ask questions.** Don't hesitate to question the treatment or service being prescribed or given to you.
- 8) **Remember** to keep your receipts for 12 months. You may be asked to submit them in support of your electronic claim.
- 9) **Alert** the Plan of any providers who routinely waive your co-payment.
- 10) **Report it.** If you suspect potential Plan abuse or fraud, report it to the Plan Administration Office.

To contact the Plan Administration Office regarding abuse or fraud, please email [ebps@mcateer.ca](mailto:ebps@mcateer.ca) or call 1-800-263-3564.