Protect Your Professional Identity

A Guide for Healthcare Providers

Why This Matters

Your credentials are a key part of your professional identity. If they're misused, it can lead to fraudulent claims, loss of benefits for patients, and damage to your professional reputation.

Be Aware of the Risks

- **Data Breaches:** Is your clinic's computer security vulnerable to attack?
- **Ownership Changes:** What happens to your credentials and treatment records if the clinic is sold?
- **Employment Changes:** Are your credentials protected when you leave a clinic?
- **Fraudulent Claims:** Are you reviewing invoices and electronic claims regularly?

If your identity is compromised, fraudulent claims can be submitted under your name, sometimes involving collusion between clinics and plan members.







How to Protect Yourself

Follow these steps to safeguard your professional identity:

1. **Share Wisely.** Only provide your license or provider number after officially joining a clinic or organization.

2. **Clarify Office Procedures.** Establish and document how your credentials will be used, and how treatment records will be maintained. Ensure all staff and colleagues understand.

3. **Monitor Activity.** Regularly check invoices and electronic claims submitted under your credentials to identify errors or misuse.

4. **Secure Prescribing Tools.** If you prescribe, safeguard physical prescription pads and any electronic prescribing access and credentials.

5. **Plan for Transitions.** When leaving the clinic, remind them that claims should not be submitted with your credentials after your departure date. Also, notify your regulatory body or professional association to update your active practice locations.

6. **Notify Insurers Promptly.** If you suspect your credentials have been misused, contact the insurer immediately.

7. **Maintain Access.** Consider maintaining access to patient documentation after you have left a clinic. Determine whether you will have access to patient records if an audit occurs.

Report Suspicious Activity

If you suspect fraud, visit clhia.ca and click on "**Report It**".

