

Dental FraudBusters

Embezzlement Resources for Dentists and Practice Owners

Here are some of the most popular posts from our Dental FraudBusters website.

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- Digital Forensic Specialists for Healthcare Professionals -
- Embezzlement Investigations - Litigation Support -

HOW TO STEAL FROM A DENTIST.

<https://www.dentalfraudbusters.com/how-to-steal-from-a-dentist/>

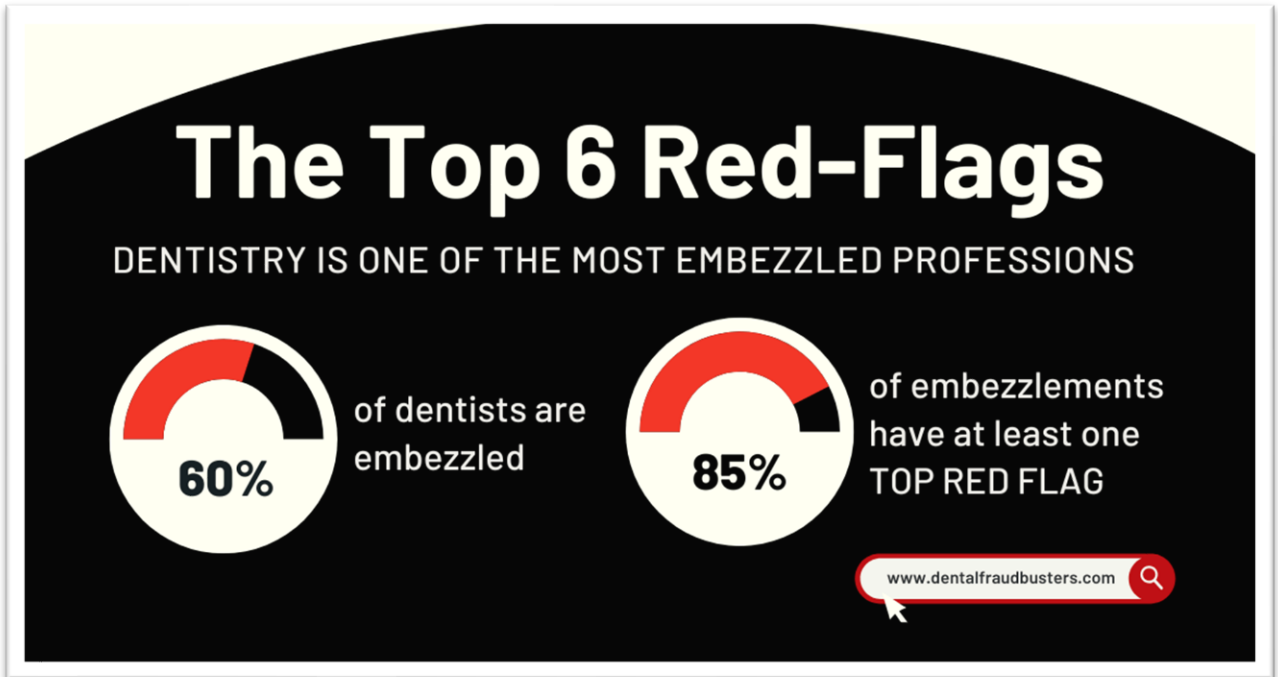


How employees steal from a dental practice. This post discusses the schemes used by employees to steal from a dental practice. The schemes are not specific to dentistry and are used to steal from every profession and business. I have uncovered these schemes countless time since 2004, and from that, I can say that most...

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THE TOP 6 DENTAL EMBEZZLEMENT RED FLAGS

<https://www.dentalfraudbusters.com/top-6-dental-embezzlement-red-flags/>



85% of dental embezzlers will display at least one of these red flags.

DOES MY PRACTICE HAVE CRIME INSURANCE?

<https://www.dentalfraudbusters.com/does-my-practice-have-crime-insurance/>

Does your practice have crime insurance?

Do you need it?
(YES)

Do you have enough?
(PROBABLY NOT)

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DENTAL FRAUDBUSTERS
Protect your Practice!
www.dentalfraudbusters.com

“Employee dishonesty coverage is a must-have for every dental practice.” – William (Bill) Hiltz In this post: What is Employee Dishonesty coverage? Employee dishonesty coverage will cover losses (up to a limit) as a result of employee theft of money, securities, or property. Employee dishonesty coverage can be purchased separately, but in many cases it...

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ISSUING REFUNDS IN YOUR DENTAL PRACTICE

<https://www.dentalfraudbusters.com/issuing-refunds-in-your-dental-practice/>



for most practices, issuing a PATIENT refund is an uncommon event. Here are my suggestions to help with processing patient refunds in your practice. (this refers to patient refunds caused by a patient overpaying for treatment. It does not include refunds issued to unhappy or dissatisfied patients) Issuing Refunds by Cash Do not issue cash...

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USING AMAZON TO STEAL FROM A DENTAL PRACTICE

<https://www.dentalfraudbusters.com/using-amazon-to-steal-from-a-dental-practice/>



Many dental practice owners enjoy the convenience of ordering items from Amazon for their business. Amazon makes it easy by allowing users to store multiple credit cards and delivery addresses on their accounts. For example, my Amazon account has different credit cards on file plus all my family members addresses. This allows me to purchase...

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IT'S NOT JUST EMPLOYEES WHO STEAL FROM DENTISTS.

<https://www.dentalfraudbusters.com/its-not-just-employees-who-steal-from-dentists/>



Here are just a few of the stories involving patient dishonesty. Insurance Fraud How to respond to patients asking the dentist to “cut corners” with insurance. Dental Identity Theft The woman had purchased a person’s entire profile, complete with personal information, from a mutual acquaintance. A search of her bag revealed a stash of cash,...

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SAFEKEEPING INSURANCE CHECK PAYMENTS

<https://www.dentalfraudbusters.com/safekeeping-insurance-payments/>

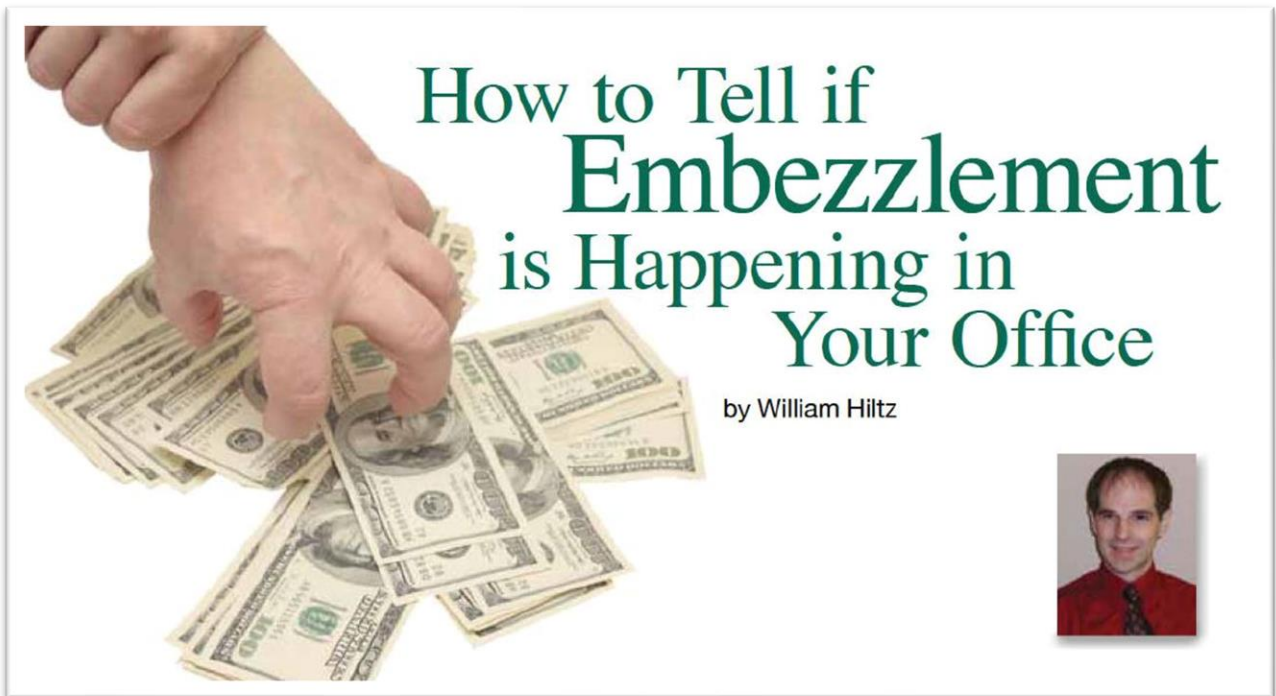


Another in our series of #TIPS intended to help you deal with fraud, embezzlement, waste, and abuse in your dental practice. Does your office receive insurance checks by mail? You are not alone. Many dentists still accept check payments from insurance companies, with payments arriving by mail. Did you know? A dishonest employee can remove...

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HOW TO TELL IF EMBEZZLEMENT IS HAPPENING IN YOUR DENTAL OFFICE

<https://www.dentalfraudbusters.com/how-to-tell-if-embezzlement-is-happening-in-your-dental-office/>



I wrote this article back in 2012 – the same principles hold true today. IT'S A FACT: Changes in employee behavior is often the first sign that something is wrong. This article discusses some the common behavioral red-flags to watch out for. "You can check to see if there are any red-flags in your practice..."

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UNDERSTANDING AUDIT AND ADJUSTMENT REPORTS

<https://www.dentalfraudbusters.com/understanding-adjustment-and-audit-reports/>



UNDERSTANDING AUDIT TRAIL REPORTS

**DENTAL
FRAUD BUSTERS!**

Audit trail reports can help determine who did what, and when on a dental computer.

www.dentalfraudbusters.com

Let's start with the basics. Before you can understand audit trail reports generated by your software, you must know how your practice management software operates. Your employees should never be able to think of you as inexperienced with your software. Spend some time with the user manual, watch a few online training videos, and attend...

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“I’LL JUST LET HER GO.” IT’S TIME TO SAY GOODBYE.

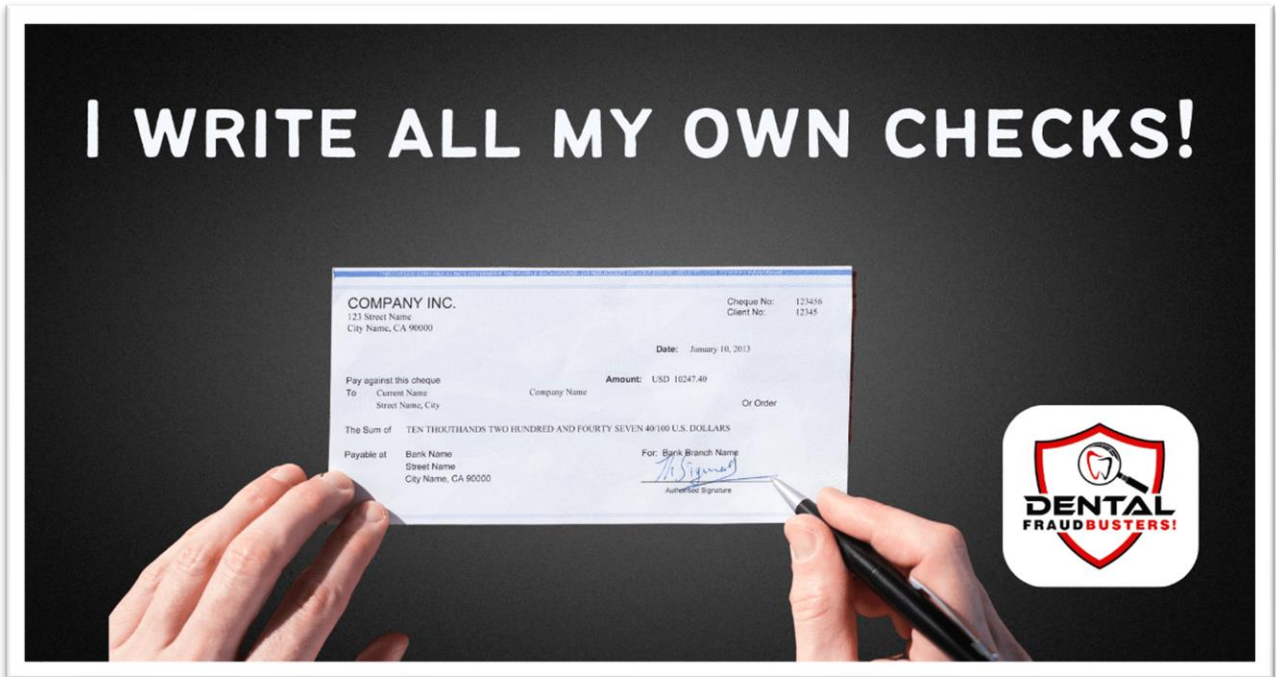
<https://www.dentalfraudbusters.com/ill-just-let-her-go-its-time-to-say-goodbye/>



When forced to confront a dishonest employee, many dentists believe the best solution to their dishonest employee problem is to terminate the person’s employment and move on.

“THE CHECKBOOK” CONVERSATION WITH A DENTIST.

<https://www.dentalfraudbusters.com/the-checkbook-conversation-with-a-dentist/>



I was speaking with a dentist who suspected his office manager was stealing. He did not have any evidence she was stealing, but felt something was wrong. “She’s a control freak, and never takes a day off.”

PATIENT CREDIT BALANCES

<https://www.dentalfraudbusters.com/patient-credit-balances/>

YOUR PATIENT HAS A CREDIT OF \$100

**YOU HAVE NOT SEEN THE PATIENT
IN THREE YEARS.**

**YOUR OFFICE HAS TRIED
CONTACTING THE PATIENT WITH
NO SUCCESS.**

WHAT HAPPENS NEXT?

What is a Patient Credit? A patient credit balance is when the practice owes money to a patient and every practice will have some number of patients with a credit balance on their account. Patient credit balances arise when: Most patients with a bona fide credit balance will “use up their credit” on subsequent visits,...

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DENTIST LOSES THREE MONTHS OF DATA AND STOMACH LINING.

<https://www.dentalfraudbusters.com/dentist-loses-three-months-of-data-and-stomach-lining/>



Reenactment of a Dentist who has just realized he's up shit creek without a paddle.

HELP, I NEED MY DATA BACK. About 10 years ago, I told my dental client that I needed to examine a copy of his practice management data. I offered the dentist three options: Dentist: "I'll send you a backup copy of my data." Me: "Sounds good, do you have a USB flash drive." Dentist: "Yes,...

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DENTAL EMBEZZLEMENT CONFESSIONS

<https://www.dentalfraudbusters.com/dental-embezzlement-confessions/>



Every employee was shown evidence of their crime. Every employee was given an opportunity to explain. This is what happened.

SIGNATURE STAMPS IN THE DENTAL OFFICE

<https://www.dentalfraudbusters.com/signature-stamps-in-the-dental-office/>

IS THERE A SIGNATURE STAMP IN YOUR PRACTICE?

 *Your Signature* 

PREVENT FRAUD • FREE DOWNLOAD

The advertisement features a white background with orange horizontal bars at the top and bottom. The central text asks 'IS THERE A SIGNATURE STAMP IN YOUR PRACTICE?'. Below this, there is an image of a white signature stamp device on the left, a sample of a signature 'Your Signature' in the middle, and the Dental Fraudbusters logo on the right. The logo includes a shield icon with a magnifying glass and the text 'DENTAL FRAUDBUSTERS' and 'Protect your Practice!'. At the bottom, a white bar contains the text 'PREVENT FRAUD • FREE DOWNLOAD' in bold black letters.

A signature stamp is convenient but there's a risk it could be used for fraudulent purposes. To prevent that, download a copy of our DENTAL OFFICE VERIFICATION STAMP GUIDE.

HOW TO FACT CHECK A JOB APPLICANT'S RESUME

<https://www.dentalfraudbusters.com/how-to-fact-check-a-job-applicants-resume/>

DON'T EMPLOY THOSE WITH A DISHONEST PAST

How to check an applicant's work history like a detective



The logo for Dental Fraudbusters is located in the bottom left of the graphic. It consists of a red shield with a white tooth inside, and a magnifying glass handle extending from the bottom left. To the right of the shield, the text "DENTAL" is written in large, bold, black letters, and "FRAUDBUSTERS!" is written in smaller, bold, red letters below it. To the right of the text is a large magnifying glass with a black handle. The lens of the magnifying glass is focused on a group of three stylized human figures. The central figure is red, and the two flanking figures are grey.

Keep applicants with a checkered past out of your dental practice. People can lie or omit critical information on their resume. Download a copy of my guide and learn how to conduct diligent pre-employment fact checks.

VIRTUAL CARD PAYMENTS ARE BAD FOR DENTISTS

<https://www.dentalfraudbusters.com/virtual-card-payments-are-bad-for-dentists/>



What is a Virtual Credit Card (VCC)? A VCC is a claim payment from an insurance company (with an EOB) that has an image of a “credit card” along with a credit card number, expiration date, for the exact dollar amount of the claim being paid. 3 Reasons to Avoid VCC payments Why are Virtual...

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DENTAL EMBEZZLEMENT RISK SELF-ASSESSMENT

<https://www.dentalfraudbusters.com/dental-embezzlement-risk-assessment/>

FOR DENTISTS AND PRACTICE OWNERS

CHECK YOUR PRACTICE FOR SIGNS OF EMBEZZLEMENT



**Dental Embezzlement Risk
Self Assessment**

Anonymous • Free • Click 'n Go
No registration required

Brought to you by
Dental FraudBusters and Hiltz & Associates

FREE, CONFIDENTIAL, and ANONYMOUS • Check to see if there are red flags in your practice!

MONITORING FOR SUPPLY THEFT IN THE DENTAL OFFICE

<https://www.dentalfraudbusters.com/monitoring-for-supply-theft-in-the-dental-office/>



I received a call from a local dentist who told me he was in his office last Saturday catching up on work. He had looked inside a patient chart (yep, paper charts back then) and was stunned to see four \$100 bills neatly tucked inside.

DENTAL EMBEZZLERS MUST KEEP SECRETS

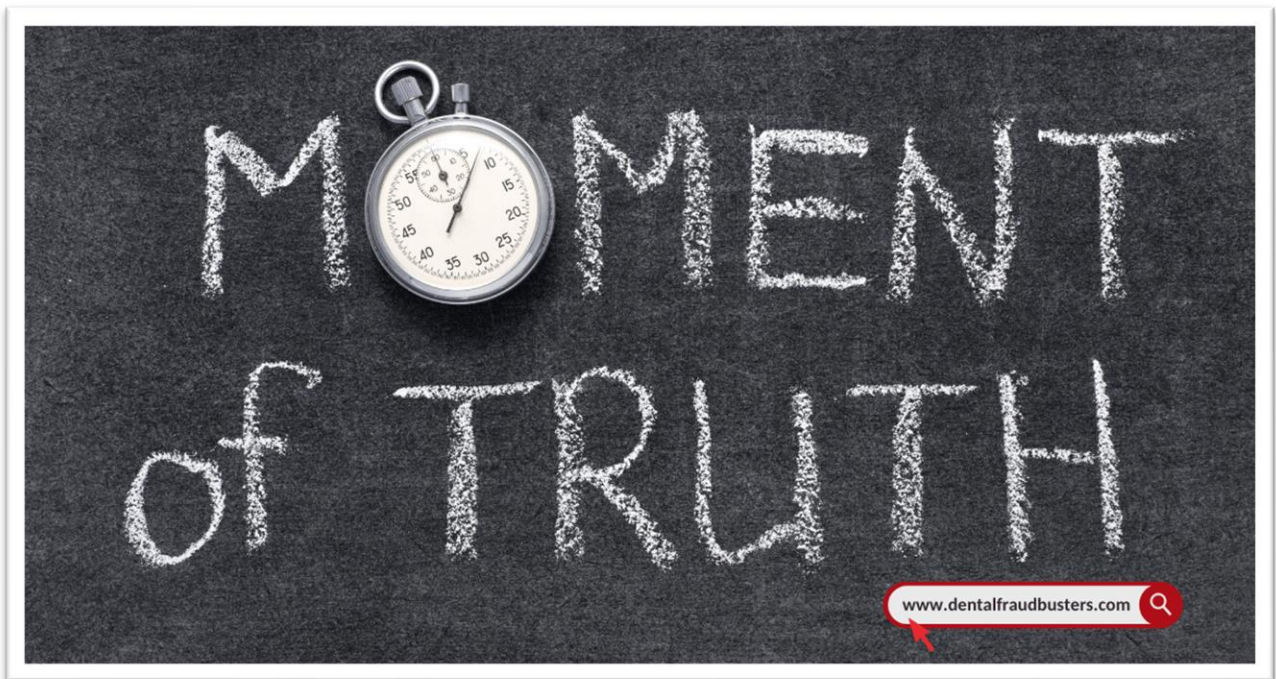
<https://www.dentalfraudbusters.com/dental-embezzlers-must-keep-secrets/>



Embezzlers must conceal their thefts, so as not to arouse suspicion. As such, they remain on constant alert of being caught, and exhibit behaviors that are highly correlated with their dishonest activity.

YOU'VE JUST DISCOVERED YOUR DENTAL RECEPTIONIST IS STEALING. WHAT NOW?

<https://www.dentalfraudbusters.com/youve-just-discovered-your-dental-receptionist-is-stealing-what-now/>



Most dentists when they are forced to confront a dishonest employee will often first say to themselves, "I'll just let just let her go."

HILTZ'S AXIOM; STEALING 5% OF REVENUE ADDS UP.

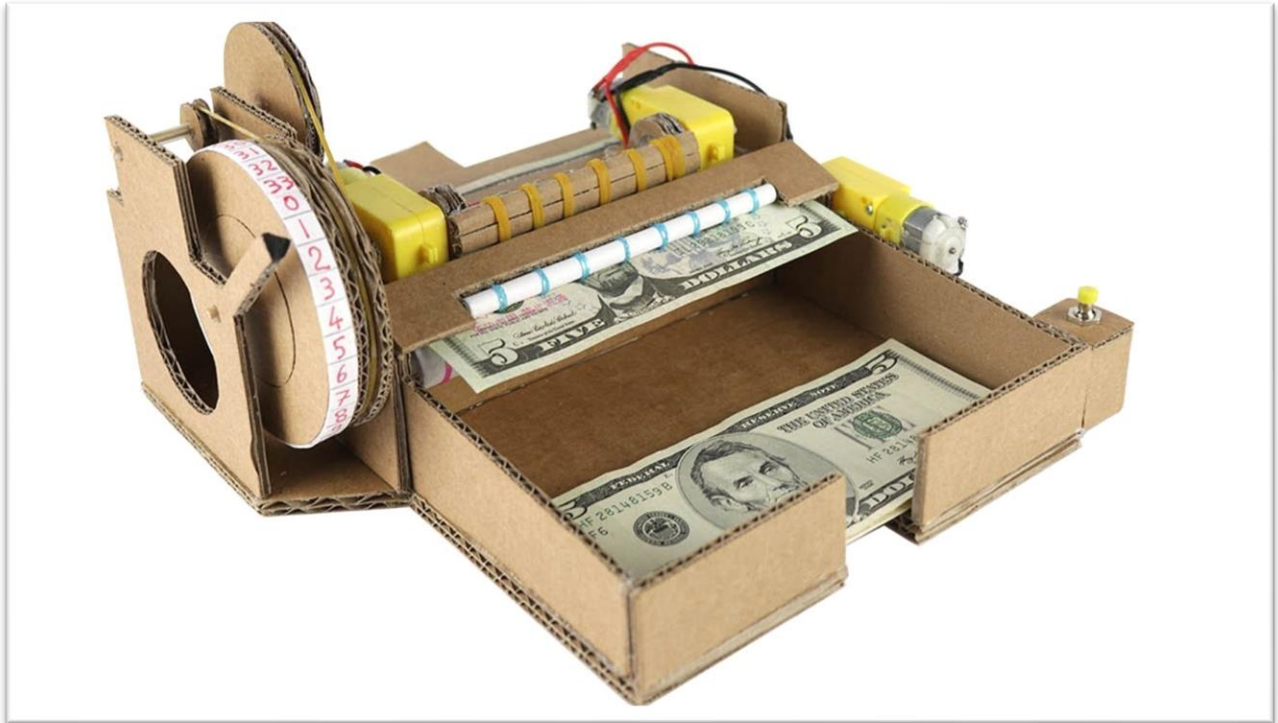
<https://www.dentalfraudbusters.com/hiltzs-axiom-stealing-5-of-revenue-adds-up/>



Have you ever wondered how much a dental embezzler can steal and it go unnoticed?

NEED CASH? DON'T USE YOUR PRACTICE AS AN ATM.

<https://www.dentalfraudbusters.com/need-cash-dont-use-your-practice-as-an-atm/>



“It’s a pain the butt to bring cash deposits to the bank.” Practices that receive EFT insurance payments and use check scanners to electronically scan and deposit checks can find themselves having to make less frequent deposits to the bank. Moreover, when they need to make a bank deposit, it primarily consists of cash payments...

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TECHNIQUES OF NEUTRALIZATION

<https://www.dentalfraudbusters.com/techniques-of-neutralization/>



Have you ever wondered how dental employees can justify stealing from the practice? This video will help explain. Want to learn more? Take my course.

YOUR FRONT DESK MANAGER IS STEALING FREQUENT FLYER MILES. WHAT WOULD YOU DO?

<https://www.dentalfraudbusters.com/your-front-desk-manager-is-stealing-frequent-flyer-miles/>



If this happened to you – what would you do? The Front Desk Manager claimed she was doing nothing wrong. When a patient paid with cash, the Front Desk Manager would pocket the cash and then use her own credit card to pay the bill. This allowed her to collect Frequent Flyer Miles and other...

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3 THINGS TO DO BEFORE MONITORING YOUR EMPLOYEE'S COMPUTER USE.

<https://www.dentalfraudbusters.com/monitoring-employee-computers/>



Dental practices have the right to monitor employee computer use. You must balance the employee's right to privacy with the employer's right to monitor workplace computer systems. Bill Hiltz Digital monitoring software can reveal who is doing what on a computer. Generally speaking digital monitoring looks at "what is happening", while digital forensics looks at...

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