

The Post-Pandemic Landscape of Fraud

The pandemic has made businesses more agile, data-driven, and mindful of risk. As healthcare organizations shift their focus from business continuity back to growth, they must firm up defenses to protect themselves against new vulnerabilities.



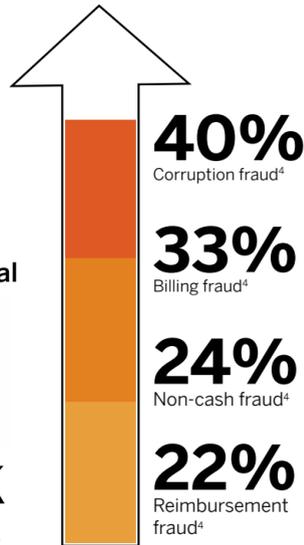
THE INCREASE OF FRAUD

The healthcare industry has begun to see a rise in fraud since the start of the pandemic due to a fluctuating economy, employees working from home, and rising healthcare costs and insurance claims.



77%

Of certified fraud examiners observed an increase in the overall level of fraud.¹



Mileage



35%

Of employees admitted to inflating their mileage reimbursement.²

P-Card



\$28.65B

Worldwide amount of payment card fraud losses.³

Occupational



200K

Estimated annual healthcare fraud.⁴

THE CHALLENGES OF REMOTE WORK

Supporting a remote workforce means even more risk, especially for healthcare organizations, as they are often the target for attack.

Data Privacy



48% of employees

Are less likely to follow safe data practices while working from home.⁵

Business Continuity



4000%

Increase in telehealth visits in April 2020.⁶

Home-based Expenses



75% of employees

Now submit home-based expenses, such as internet and "other".⁷

Security



11.6%

Organizations targeted by ransomware attacks are in the healthcare industry.⁸

Ransomware



\$220,298

Average ransomware payment increased 43% since the last quarter of 2020.⁸

Phishing



57% in the last year

Number of healthcare organizations that experienced a phishing attack.⁹

THE PUSH FOR DIGITIZATION

Intelligent crime risk management is characterized by high automation – a lever to move fast, boost efficiency, and optimize resources.

Automation



7% of healthcare organizations

Have gone digital, compared to 15 percent of companies in other industries.¹⁰

Artificial Intelligence



43% of healthcare industry leaders

Believe AI will help detect fraud, waste, or abuse in reimbursement.¹¹

Cloud Technology



37%

Cloud deployment among healthcare providers.¹²

Compliance



66%

Of companies see compliance mandates driving spending, including GDPR and CCPA.¹³



Risk Management



ONLY 16%

Of leaders feel confident in their ability to add meaningful insights on organizational risk.¹⁴

MITIGATE FRAUD, CONTROL COMPLIANCE

The way your organization defines and enforces its employee spend policy determines its risk for fraud and noncompliance. Leveraging AI and machine learning can help analyze expense reports and speed up the auditing process, so you can resolve issues before your employee reimbursements go out the door.

[Get the Fraud eBook](#)

Sources:

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⁷*Hitting Budget and Staying There*, 2021
⁸Becker's, *Average ransomware payments spike by 43%*, 2021
⁹HIMSS, *Cybersecurity Survey*, 2020
¹⁰Econsultancy, *Digital Trends*, 2018
¹¹OptumIQ, *Survey on AI in Health Care*, 2019
¹²Entrepreneur, *The Future of Healthcare Is in the Cloud*, 2021
¹³Varonis, *2021 Cybersecurity Trends to Watch For*, 2021
¹⁴Gartner, *Costs and Compliance: Two Things You Can Still Control*, 2020