

2024 Spring National Meeting
Phoenix, Arizona

ANTIFRAUD (D) TASK FORCE

Sunday, March 17, 2024
1:30 – 2:30 p.m.

Meeting Summary Report

The Antifraud (D) Task Force met March 17, 2024. During this meeting, the Task Force:

1. Adopted its 2023 Fall National Meeting minutes.
2. Discussed its 2024 charges and outlined its priorities. In addition to overseeing the work of the Improper Marketing of Health Insurance (D) Working Group and the Antifraud Technology (D) Working Group, the Task Force's priorities include the finalization of an NAIC Producer Portal, the Antifraud Plan Repository, and the implementation of Online Fraud Reporting System (OFRS) enhancements.
3. Adopted the report of the Improper Marketing of Health Insurance (D) Working Group, which met March 17. During this meeting, the Working Group took the following action:
 - A. Adopted its Dec. 2, 2023, minutes.
 - B. Heard from the federal Centers for Medicare & Medicaid Services (CMS) on the current issues consumers are experiencing with continued agent transfers of policy.
 - C. Heard from CMS concerning the ongoing efforts surrounding Medicare Advantage.
 - D. Discussed the Federal Trade Commission (FTC) judgment on Simple Health.
4. Received an update from the Antifraud Technology (D) Working Group. The Working Group did not meet prior to the Spring National Meeting. However, it will be assisting with the implementation process of the new web service and reviewing necessary enhancements to the OFRS.
5. Heard reports from the Coalition Against Insurance Fraud (CAIF) and the National Insurance Crime Bureau (NICB) on antifraud activity.
6. Received an update on the OFRS multifactor authentication (MFA) process. Effective April 1, OFRS industry users will be required to use MFA, which adds an extra layer of security for users and helps protect against unauthorized access by requiring an additional form of authentication beyond username and password.