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# An Authentic Voice: Association CEO Exposing the Truth About Fraud

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- Is fraud widespread and severe?
- Has the fraud been stopped?
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# An Authentic Voice: Association CEO Exposing the Truth About Fraud

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- CMS first implemented consent forms. Did this measure stop fraud?
- CMS's second attempt to combat fraud was to implement a three-way call requirement, mandating that agents and consumers use this process to cancel plans or assist new clients. However, CMS did not account for the possibility that fraudulent bots could place calls, impersonating both the agent and consumer, as there is no identity verification process in place during these calls.

# CMS's Least Successful Fraud Prevention Effort

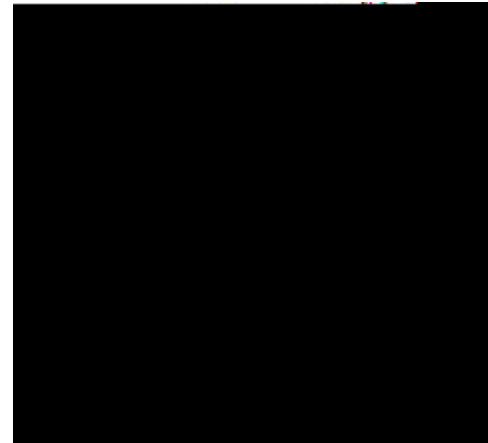
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- CMS has implemented flawed analytics that disproportionately target minority agents, impacting the communities they serve. By flagging agents who sell to a high number of clients within the same occupation or income bracket, these analytics unfairly classify reputable agents as high-risk.
- CMS's actions are dismantling small, minority-owned businesses, resulting in consumers losing access to their trusted agents
- Agents receive a notice indicating that five of their clients are under review. As a result, their certification is immediately revoked, their commissions are halted, and their ability to serve their existing client base is effectively eliminated.



Thanking A Georgia Bulldog for the floor &  
asking for Support!

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# CMS's Fraud Audit Program Legal Concerns

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- CMS analytics appear to be disproportionately targeting minority agents and those agents who assist minority communities
- CMS immediately suspends/terminates flagged agents and appears to send notices of the suspension/termination to states within which the agent is licensed as well as the carriers
- CMS is not following their own regulations, is not providing agents sufficient information to defend themselves, and is taking a “guilty until proven innocent” approach while exhibiting a “no one is innocent” mindset

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