

Boot Camp for the Health Care Fraud Investigator

Program Agenda *Scottsdale, Arizona*

Speakers

Aneta Dzierlatka, ACC, AHFI
Senior Director - Fraud Analytics
Cigna

Robert Mays, AHFI, CFE, MPA
Staff Vice President, Special Investigations Unit
Anthem

Jennifer Dietz, AHFI, CFE
Director, DHA Program Integrity Division
Defense Health Agency

Karen Weintraub, AHFI, CPC-P, CPMA, CDC
Executive Vice President
Healthcare Fraud Shield

Jonnie Massey, AHFI, CPC, CPC-P, CPC-I, CPMA
Senior Director, Special Investigations Unit
Blue Shield of California

Tuesday, May 6

8:00 am – 8:30 am **Sign-in and Continental Breakfast**

8:30 am – 9:00 am **Program Introduction**

9:05 am – 10:15 am **Defining Fraud, Waste, & Abuse and Understanding Allegations**

Learn how investigative units operate, review common schemes and provider types that engage in fraud, explore internal and external investigative resources, and discuss how to apply this knowledge within an existing investigation. Review ways to dissect an allegation to make educated decisions about the next investigative steps. Speakers will introduce the case study, which will be woven into each session on the agenda.

10:15 am – 10:30 am **Break**

10:30 am – 11:15 am **Coding Basics**

Understand basic CPT and HCPCS coding. Discuss how to use this information to determine the next investigative action. Review how to spot coding red flags in some common schemes.

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11:20 am – 12:00 pm The Investigation – Evidence, Information Gathering, & Documentation

Learn how to gather evidence, track, and document case activities, and preserve the chain of custody. Identify lead generation options and discuss reporting requirements. Examine industry practices that can help prevent FWA when identified early, such as high-risk applications, pre-payment review, member eligibility, etc., and review the steps of an investigation.

12:00 pm – 1:00 pm Networking Lunch

1:00 pm – 2:30 pm The Investigation Continued

Learn how to gather evidence, track, and document case activities, and preserve the chain of custody.

2:30 pm – 2:45 pm Break

2:45 pm – 3:45 pm Utilizing Internal Resources

Learn what resources are available inside health insurers and the appropriate circumstances to engage with other departments.

3:45 pm – 4:00 pm Break

4:00 pm – 5:00 pm Internet Search Strategies

This session will show resources available via the Internet and methodologies that can be leveraged during an investigation. Several basic elements will be reviewed, such as searching the List of Excluded Individuals and Entities (LEIE) and Divisions of Corporations, as well as complex resources such as IP Address Decoders, Search Engines, Archive Web Portals, social media platforms, etc.

5:00 pm – 5:30 pm Daily Wrap Up

Participants will have time to reflect individually and as a group on the case study, the days lessons, learning objectives, and action items to implement.

5:30 pm Program Adjourns

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Wednesday, May 7

8:00 am – 8:30 am **Sign-In and Continental Breakfast**

8:30 am – 9:30 am **Develop an Investigative Plan**

Review material discussed in day one to develop an investigate plan. Focus will be on triaging the information and determining appropriate next steps. Groups will be given a few fraud allegations and asked to write an investigative plan.

9:30 am – 9:45 am **Break**

9:45 am – 11:15 am **Data Analytics & Strategies in Health Care Fraud**

Review analytical tools and strategies used in an investigation. Explain which components of claims data should be analyzed. Discuss how payment and medical policies apply to data analysis. Analyze which external and public records sources may be used in an investigation. Discuss how analytics supports the investigative process.

11:15 am – 12:15 pm **Interviewing for Investigators – Fact Finding Interviews**

Examine what constitutes an effective interview for patients, witnesses, and the subject of your investigation. Discuss how to identify your interview order, who should participate, how to craft your questions and analyze the information obtained, and how to take notes and record the interview.

12:15 am – 1:15 pm **Networking Lunch**

1:15 pm – 3:00 pm **Interviewing Continued**

3:00 pm – 3:15 pm **Break**

3:15 pm – 3:45 pm **Daily Wrap Up**

Participants will have time to reflect individually and as a group on the case study, the days lessons, learning objectives, and action items to implement. Briefly discuss, with eligible attendees, what to expect at the Case Discussion Roundtable Meeting.

3:45 pm **Program Adjourns**

4:00 pm – 5:30 pm **In-Person Information Sharing & Case Discussion *Eligible Attendees Only***

Lead by:

Leigh McKenna
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National Health Care Anti-Fraud Association

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Thursday, May 8

8:00 am – 8:30 am Sign-In and Continental Breakfast

8:30 am – 9:45 am Medical Record Review

Learn to identify key components of a medical record and understand where red flags most frequently appear. Review examples in several specialty areas.

9:45 am – 10:00 am Break

10:00 am - 11:30 am Interviewing Part II - Key Subject Interviews

Focus on strategies for interviewing key witnesses and the subject of the investigation. Using the case study facts, the class will develop questions to interview the key witness. A volunteer will interview the key witness while the class assists.

11:30 am – 11:45 am Break

11:45 am – 12:15 pm Case Conclusions Panel

Speakers discuss a variety of ways cases may conclude, such as referral to law enforcement, administrative action, or recognizing a need for review of processes/policies. In addition, faculty will discuss why no action may be taken on a case and prevention strategies.

12:15 pm – 1:15 pm Networking Lunch

1:15 pm – 2:15 pm Case Conclusions Panel Continued

2:15 pm – 2:30 pm Break

2:30 pm – 3:30 pm Presenting Cases to Law Enforcement

Discuss best practices for working with law enforcement and how to prepare cases for referral. Using the case study facts, the class will brainstorm what should be presented and in what order and a volunteer will give an “elevator pitch” to LE.

3:30 pm – 4:00 pm Program Wrap Up

This is an opportunity to ask speakers additional questions about the investigative process and make sure your learning objectives have been met. Reflect on what actions you will take when you return to your office.

4:00 pm Program Concludes

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