**The NHCAA Institute for
Health Care Fraud Prevention
Presents:**

Enhancing Your Skills:
Managing and Navigating Complex Investigations
Presented via Adobe Connect and NHCAA Learn

Register Here:
https://www.nhcaa.org/events/enhancing-your-skills-2025/

To earn credit, participants must attend at least 8 live sessions (not watch the on-demand recording) and participate in chat discussions and check points.

Sessions are presented live and scheduled in Eastern Time.

Tuesday, March 4

11:00 am – 11:15 am   **Welcome & Program Introduction**

11:15 am – 12:15 pm   **Unlocking Leadership Potential with EQ**

What does it take to be an effective leader? This session will explore key leadership principles using emotional intelligence (EQ) as the foundation. Attendees will learn about EQ as well focus on 5 key skills necessary to lead successful investigations, teams and more. Through storytelling and sharing thoughts, participants will walk away with ideas on how to strengthen their own EQ.

Aneta Dzierlatka, ACC, AHFI
Senior Director – Fraud Analytics
Evernorth Health Services

12:15 pm – 1:00 pm   Break

1:00 pm – 2:00 pm   **Navigating the Prior Auth Roadblock: A DME Case Study**

Prior authorizations often create investigative roadblocks, but fraud can still thrive within these systems. This session walks through a real case study of a DME provider who manipulated prior authorization processes using falsified records. Attendees will learn how to analyze claims data for outliers, review medical records for inconsistencies, and collaborate effectively to overcome PA-related challenges. Gain insights into evolving fraud tactics and best practices for navigating prior authorization fraud schemes.

Whitney Organ	Kerry Spencer	Carrie Ostroski, HCAFA, PHIAS
Investigator	Senior Investigator	Senior Investigator
Humana	Humana	Humana

Agenda was last updated: 2/21/2025

2:00 pm – 2:15 pm	Break

2:15 pm – 3:15 pm   **I Smell a (Lab) Rat: Laboratory Schemes & Investigative Practices**

Laboratory fraud schemes are constantly shifting, making it essential for investigators to stay ahead of emerging tactics. This panel discussion brings together experienced prepay and post-pay investigators to share real-world cases, red flags, and investigative techniques. Attendees will gain insights into fraudulent lab practices, including inappropriate diagnoses, provider behavior changes, and pass-through billing. Learn how to conduct effective medical record reviews and apply investigative techniques to uncover suspicious providers before fraud escalates.

Gerry Petrowski, COC, CPC	Brittny Eberhart	Nicole Brody
Manager of Medical Review	Senior Investigator	Senior Investigator
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3:15 pm - 3:30 pm	Break

3:30 pm - 4:30 pm   **Pivot Table Fundamentals for Investigators**

Microsoft Excel is a powerful tool for fraud investigators, yet many don't fully utilize its potential. This hands-on session will teach attendees how to use pivot tables, charts, and conditional formatting to analyze healthcare claims data effectively. Participants will learn how to identify suspicious billing patterns, detect anomalies, and visualize trends for more impactful investigations. Designed for both beginners and experienced users, this session provides practical techniques that investigators can apply immediately.

Kari Magstadt
Senior Auditor
ND MFCU

Wednesday, March 5

1:00 pm – 2:00 pm   **Beyond the Usual Suspects: Exploring Less Reviewed Codes (Revenue Codes, Bill Types, Place of Service and more)**

Fraud isn't limited to CPT and HCPCS codes—other lesser-reviewed codes often go unnoticed but can be ripe for abuse. This session highlights overlooked revenue codes, bill types, and place of service codes that fraudsters exploit. Attendees will learn how to identify fraud schemes associated with these codes and gain investigative techniques for uncovering hidden patterns. Real-world cases will demonstrate how paying attention to these overlooked details can lead to significant fraud discoveries.

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

Agenda was last updated: 2/21/2025

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| 2:00 pm – 2:15 pm | Break |

2:15 pm – 3:15 pm **Building Blocks of Fraud: How Project Helix Uncovers the Patterns and Anomalies of the Fraud Genome**

Fraud schemes are evolving, leveraging AI to manipulate claims data and evade detection. This session introduces Project Helix, an innovative analytics ecosystem that detects fraud by analyzing behavioral anomalies rather than chasing known schemes. Attendees will learn how broad anomaly detection, provider behavior tracking, and key performance indicators (KPIs) can proactively identify fraud. Real-world examples, including the detection of high-level E/M upcoding, will showcase how this data-driven approach enhances investigations. Discover how tools like Helix are transforming fraud detection and strengthen investigative strategies for complex cases.

Sarah Essing, CPC, HCAFA
Associate Director
Humana

David Nelson
Manager of Data Science
Humana

3:15 pm – 3:30 pm   Break

3:30 pm – 4:30 pm **Psychological Testing: Fundamentals and Case Study Insights**

During this session, the presenters will discuss what psychological testing is, associated procedure codes, as well as a recent case involving psychological testing. Attendees will gain insight into essential testing information, investigative strategies, data analysis techniques, and key indicators used to assess potential fraud, waste, and abuse in psychological assessments. The session will highlight red flags, documentation concerns, and industry trends impacting these types of cases.

Noelle Richardson, CPC, AHFI
Senior Investigator
Magellan Health

Tanya Pennington, CFE, AHFI
Manager, SIU
Magellan Health

Thursday, March 6

1:00 pm – 2:00 pm **Negotiating the Truth: Enhancing Interviews with Active Listening and Deception Detection**

Conducting effective interviews is a critical investigative skill, but getting honest answers can be challenging. This session teaches investigators how to blend active listening, negotiation techniques, and deception detection to elicit truthful information. Attendees will learn to recognize verbal cues, overcome deception, and conduct more thorough interviews. Real case examples and video analysis will illustrate these techniques in action, equipping attendees with practical skills to improve their investigative interviews.

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Sean Rosner, CFE
SIU Investigations Manager
Centene

2:00 pm – 2:15 pm   Break

2:15 pm – 3:15 pm   **Case Study: Diversion**

Hear about an emerging drug diversion fraud scheme. Additional details are coming soon.

Cesar Zayas
Special Agent
U.S. Dept. of Health & Human Services, OIG-OI

3:15 pm – 3:30 pm   Break

3:30 pm – 4:30 pm   **Inside the Black Box: Understanding AI for Modern Investigations**

This presentation is designed to explore new developments in artificial intelligence (AI) and examine how they can be leveraged for investigative work. These developments include Large Language Models like ChatGPT, and generative models such as Stable Diffusion. The primary goal of this presentation is to provide a clear understanding of how AI models function and the underlying mechanisms that drive their results, thereby empowering users with the knowledge needed to effectively and responsibly use AI tools in their work. The session will begin with an introduction to basic AI concepts and terminologies, ensuring that all participants have a foundational understanding of what AI is and is not. The faculty will cover how different types of AI models are trained, how they process data, and how they make decisions. Each model will be broken down to explain its specific applications, strengths, and limitations within investigative contexts. Participants will gain insight into the critical challenges and ethical considerations involved in implementing AI in investigative work.

Josh Myers, MS
Business Analytics Advisor
Evernorth Health Services

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