The NHCAA Institute for
Health Care Fraud Prevention
Presents:

Boot Camp for the Health Care Fraud Investigator

Speaker List

Aneta Andros, AHFI
Senior Director – Fraud Analytics
Cigna

Lorraine Buckman, AHFI
Lead Investigator
Horizon Blue Cross Blue Shield of New Jersey

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

Robert Mays, AHFI, CFE
Staff Vice President
Anthem, Inc.

Kathleen Shaker, RN CPC, CPC-H, AHFI
Investigative Consultant
Healthcare Fraud Shield

Shauna Vistad, CFE, CPC, CFI, MBA, AHFI
Director, Special Investigations Unit
Oscar Insurance Corporation

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

Program Set Up

This training involves two components, on demand sessions and live check-ins. Participants must watch all on demand videos and participate in all live check-ins to earn credit. Each live check-in will focus on a particular topic (see live check-in schedule below). Speakers will highlight key takeaways, lead exercises where appropriate, and answer participant questions (chat and audio available).

Participants should watch the highlighted presentations on demand before the live check-ins. Participants will also have access to a program website where they can connect with other attendees and ask questions through discussion boards. Below is the full list of topics that will be covered:

- Defining Fraud, Waste, & Abuse
- Understanding Allegations
- Data Analytics & Strategies in Health Care Fraud
- The Investigation – Evidence, Information Gathering, & Documentation
- Health Care Fraud Schemes
- Lessons from Covid
- Live Application: Develop an Investigative Plan
- Coding Basics
- Conducting Audits
- Medical Record Review
- Interviewing for Investigators
- Report Writing
- Live Discussion: Case Resolution Panel
- Case Breakdown: A – Z walkthrough of two cases

Agenda was last updated: 4/28/2021

Live Check-In Schedule

- Live check-ins are scheduled using Eastern Time.
- Participants should watch the highlighted presentations on demand before the live check-ins. Presentations can be found on the participant website, which will be launched on or before May 10, 2021.
- To earn 20 CPEs, watch all on demand sessions, participate in the live check-ins, and complete each session quiz/evaluation. Each video contains a code that will unlock the quiz/evaluation for that session.

Tuesday, May 11

1:00 pm – 2:00 pm – Program Introduction
Hear how the program will work, meet the speakers, and ask questions.

Wednesday, May 12

3:00 pm – 4:00 pm ET – Day 1 Check-in
Speakers will review key takeaways, provide examples, and answer questions for the presentations listed below. Please watch each of these sessions prior to attending the live check-in.

- **On Demand: Defining Fraud, Waste, & Abuse**
  Learn how investigative units operate and the who, what, when, where, why of health care fraud. Explore internal and external investigative resources and discuss how to apply this knowledge within an existing investigation.
- **On Demand: Understanding Allegations**
  Discuss common scheme types and review ways to dissect an allegation to make educated decisions about the next investigative steps.

Thursday, May 13

3:00 pm – 4:00 pm ET – Day 2 Check-in
Speakers will review key takeaways, provide examples, and answer questions for the presentations listed below. Please watch each of these sessions prior to attending the live check-in.

- **On Demand: 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.
- **On Demand: 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.

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Friday, May 14

3:00 pm – 4:30 pm ET – Day 3 Check-in
Speakers will review key takeaways, provide examples, and answer questions for the presentations listed below. Please watch each of these on demand sessions prior to attending the live check-in.

- **On Demand: Health Care Fraud Schemes**
  Analyze a variety of common schemes across the health care industry along with a few trending schemes. Discuss red flags that will help identify these schemes.

- **On Demand: Lessons from Covid**
  Discuss how the COVID-19 pandemic changed processes and procedures throughout investigative units and examine the challenges associated with adapting to new and fast-changing data. Understand how SIU teams as well as cross-functional teams can work together to tackle these challenges.

Monday, May 17

3:00 pm – 5:00 pm ET – Day 4 Check-in & Investigative Plan Exercise
Speakers will review key takeaways, provide examples, and answer questions for the presentations listed below. Participants will also participate in a live exercise for “Developing an Investigative Plan.” Please watch each of these sessions prior to attending the live check-in.

- **Live Application: Develop an Investigative Plan**

- **On Demand: 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.

- **On Demand: Conducting Audits**
  Explain ways to determine the feasibility of an onside audit vs. a desk audit. Discuss how to prepare for, conduct, and conclude an onsite audit, including preparing your onsite investigative plan, identifying the right files to ask for and who to talk with onsite, and appropriate onsite behavior.

Tuesday, May 18

3:00 pm – 5:00 pm ET – Day 5 Check-in
Speakers will review key takeaways, provide examples, and answer questions for the presentations listed below. Please watch each of these sessions prior to attending the live check-in.

- **On Demand: 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.

- **On Demand: Interviewing for Investigators**
  Examine what constitutes and 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.

- **On Demand: Report Writing**
  Discuss best practices in report writing with emphasis on documenting case chronology, exhibits, interviews, summarizing facts, and timely completion. Explain how reports communicate key components to internal and external stakeholders and should help determine the appropriate investigative outcome. Groups will work together to review reports for necessary components.

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Wednesday, May 19

11:30 am – 12:30 pm – Live Application: Case Resolution Panel & Program Wrap Up
Speakers will hold a live discussion on case resolution. Drawing on their personal experiences they will discuss different ways cases may resolve and what is involved. The last minutes of the session will provide a final opportunity for Q&A with all the speakers.

1:30 pm – 2:45 pm - Case Study Breakdown #1
Live presentation. Hear a case study broken down from A – Z incorporating the lessons learned throughout the program. Speaker will walk the participants through an actual infusion center case from detecting the lead to the final resolution. Hang onto your hats, it has lots of twist and turns and will have the audience guessing.

3:00 pm – 4:15 pm - Case Study Breakdown #2
Live presentation. Hear a case study broken down from A – Z incorporating the lessons learned throughout the program.

Bonus On Demand Content

Watch these at your leisure; we will not have question and answer sessions for these sessions. These are not required for earning credit; however, they convey useful information, and we encourage all participants to complete these sessions.

Health Insurance Industry 101
Understand the basic types of health insurance and how the industry operates.

Aneta Andros, AHFI
Senior Director – Fraud Analytics
Cigna

Introduction to Health Care Legal, Regulatory & Ethical Considerations
Discuss key policies and laws that frequently impact investigations.

Louis Saccoccio, JD
CEO
National Health Care Anti-Fraud Association

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