



Enhancing Your Skills: Managing and Navigating Complex Investigations

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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 3

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

11:15 am – 12:15 pm **Demystifying the Current AI Landscape**

Artificial intelligence is everywhere, but what does it really mean for investigators? This session will cut through the noise to explain the true capabilities and limits of AI tools like large language models and generative systems. Attendees will learn how these technologies actually work, how they may be leveraged for FWA detection, and what risks they pose in the hands of bad actors. Using plain language, practical examples, and interactive discussion, faculty will empower participants to evaluate AI claims critically and recognize when the “hype” hides potential investigative value.

TBA

12:15 pm – 1:00 pm **Break**

1:00 pm – 2:00 pm **Spotting False Positives in FWA Data: What Next?**

Data mining models can flag thousands of alerts—but how do you separate the signal from the noise? This session will explore how investigators can identify and reduce false positives in FWA analytics.

Faculty will review the causes of inaccurate leads, including data quality issues, rule misalignment, and contextual errors, then share actionable strategies to refine data sets and implement smarter review processes. Attendees will leave with practical methods to focus limited resources on the cases that truly matter.

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

Agenda was last updated: 2/4/2026

Disclaimer: NHCAA is not implying endorsement of, or concurrence with, the opinions and conclusions expressed by faculty at this program. All content is provided on an "as-is" basis and is not intended to constitute legal advice.



2:00 pm – 2:15 pm **Break**

2:15 pm – 3:15 pm **Down the Rabbit Hole: Investigative Research Strategies for Building a Stronger Case**

Online research is a critical but often underused investigative tool. This session explores how to leverage publicly available information—social media, commercial databases, archive portals, and more—to uncover evidence, strengthen leads, and confirm case details. Through real-world examples, faculty will demonstrate how to structure research to avoid dead ends and document findings effectively for investigative use.

Jodi Smith, AHFI, LMSW, CPC, CPCO, COC
Senior Investigator
Centene

Stephanie Baumert, AHFI, CPC, COC, CMBS, CPCO,
CDBS, CDC
Senior Investigator
OptumServe

3:15 pm - 3:30 pm **Break**

3:30 pm - 4:30 pm **Documentation That Defends: Building Investigative Records That Stand Up to Scrutiny**

Every investigation is only as strong as its documentation. This session will highlight best practices for structuring investigative records, from intake through closure, to support referrals, audits, and potential litigation. Faculty will share examples of documentation pitfalls and provide strategies for maintaining organized, complete, and defensible case files. Attendees will gain practical tools to ensure their records reflect professionalism and investigative rigor.

Jessica Gay, CPC, AHFI, CFE
Vice President and Co-Founder
Integrity Advantage

Caitlin Guerrero, AHFI, CHC
Administration and Business Development Leader
Integrity Advantage

Wednesday, March 4

1:00 pm – 2:00 pm **Negotiating the Truth: Utilizing Negotiation Techniques in Interviews and Interrogations**

Conducting interviews can be daunting—even for seasoned investigators. This interactive session will demonstrate how negotiation principles can enhance interviews and interrogations to elicit truthful information. Faculty will use real-world experiences and video examples to illustrate techniques for building rapport, detecting and neutralizing deceit, and obtaining confessions.

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Participants will learn practical tools to increase confidence and success during investigative interviews.

Sean Rosner, CFE
Investigations Manager
Centene

2:00 pm – 2:15 pm **Break**

2:15 pm – 3:15 pm **A Deep Dive into Diagnosis Coding: What You Don't Know Can Cost You!**

Investigators must understand clinical documentation to recognize inappropriate billing. This session will examine how high-risk diagnosis codes are misused—often intentionally—to inflate reimbursement. Faculty will compare fee-for-service and value-based models, highlight OIG-identified codes of concern, and review real documentation to illustrate correct and incorrect reporting. Participants will strengthen their ability to identify red flags in medical records and understand the clinical context behind coding errors and schemes.

Colleen Gianatasio, MHS, CPC, CPCO, CRC, CDEO, CPC-P, CPMA, CPPM, CCS, CCDS-O, CHA, AHFI, CPC-I
Vice President of Compliance
CoventBridge

3:15 pm – 3:30 pm **Break**

3:30 pm – 4:30 pm **Preparing a Case for Filing and Prosecution**

What does it take to prepare a healthcare fraud case for prosecution? This session will follow two real-world cases—one dental, one chiropractic—from initial investigation through filing and conviction. Faculty will discuss investigative techniques, legal thresholds, and how collaboration between SIUs and prosecutors leads to successful outcomes. Learn what evidence law enforcement values most and how investigators can strengthen case files to withstand legal scrutiny.

Oliver Minnig
Investigator III
Monterey County District Attorney's Office

Thursday, March 5

1:00 pm – 2:00 pm **Case Study: Building Partnerships that Drive Prosecution Success**

Collaboration between SIUs, law enforcement, and prosecutors is essential—but rarely straightforward. In this case-based session, investigators and prosecutors will walk through a healthcare fraud investigation that advanced from plan detection to successful prosecution. Faculty will detail communication strategies, evidence-sharing considerations, and lessons learned from managing expectations across agencies.

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Attendees will gain insight into what each party needs and how to establish relationships that turn referrals into results.

Speakers TBA

2:00 pm – 2:15 pm **Break**

2:15 pm – 3:15 pm **Investigative Foundations: Strategies and Resources for Team Success**

Resources and references that are universally applicable are essential for conducting effective investigations. In this presentation, we will cover topics such as structuring your investigative team for success, creating robust investigative plans, and cultivating the skills necessary to effectively plan and execute complex investigations from start to finish. Key challenges addressed in this session will include hiring the right investigators, guiding them in developing strong cases from the outset, crafting investigative summaries, and managing a heavy caseload.

Haley Everson, AHFI
SIU Manager
Elevance Health (formerly Anthem, Inc.)

Carrie Godby, MS, AHFI, CFE
SIU Manager
Elevance Health (formerly Anthem, Inc.)

3:15 pm – 3:30 pm **Break**

3:30 pm – 4:30 pm Closing Session: Lessons from the Front Lines – Emerging Schemes and Shared Successes

Investigators will share short case vignettes highlighting new or resurging fraud schemes, investigative challenges, and creative solutions. Attendees will walk away with actionable lessons, renewed motivation, and an expanded view of the evolving health care fraud landscape.

Sean Petree, AHFI
Sr. Fraud Manager
Evernorth

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