



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

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                **Artificial Intelligence In the SIU**  
*Will not be recorded for on-demand viewing*

Artificial intelligence is no longer a future concept for health care fraud investigations—but most SIUs are still figuring out what works. Building on insights from NHCAA's Annual Training Conference general session, this presentation discusses realistic ways AI tools can support SIU teams today through the stages of an investigation.

Kurt Spear  
Vice President, Financial Investigation and Provider Review  
Highmark, Inc.

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: 2/25/2026**

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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.

Stephanie Baumert, AHFI, CPC, COC, CMBS, CPCO, CDBS, CDC  
Investigative Consultant  
Optum

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  
Molina

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: Dismantling a Durable Medical Equipment Fraud Scheme**

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Attendees will be given an inside look at one of the largest and most egregious Durable Medical Equipment fraud schemes investigated by HHS-OIG and prosecuted in the Southern District of Florida. This case involved 7 durable medical equipment providers operated by the same group of individuals, \$80 million dollars billed to Medicare, Medicaid, and multiple insurance providers, the use of an extensive network of money launderers, with over 100 shell corporations and bank accounts. Hear how the scheme has evolved in the years since this was first investigated and learn how curiosity and persistence is critical to unwinding complex health care fraud cases.

Ricardo Carcas, CFE  
Assistant Special Agent in Charge  
U.S. Department of Health and Human Services, OIG

Carlos Baixauli, Jr.  
Special Agent  
U.S. Department of Health and Human Services, OIG

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 Health Services

Briana Hollenbeck, MS, AHFI, CPC, CFE  
Fraud Senior Manager  
Evernorth Health Service

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