



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

[Register for this program](#)

Sessions are presented live and scheduled in Eastern Time.

Tuesday, April 4

11:00 am – 11:15 am

Welcome & Program Introduction

11:15 am – 12:15 pm

Using Data to Make Business Decisions

Analytics can drive and provide continuous support during investigations. Specific case examples will be presented to illustrate how analytical methods and insights are used to identify abusive patterns as well as contradictory informatics. Patterns, trends, and correlations utilizing data visualization as a tool to educate providers, negotiate settlements, and change aberrant billing behaviors will also be presented. Case studies will further show how clinical findings can be interwoven with influencing data, and how a variety of challenges were overcome during the investigative process.

Tim Dineen, CFE, MPA
Director, Special Investigations
Horizon Blue Cross Blue Shield of New Jersey

12:30 pm – 1:30 pm

Rx: Clinical Research – The Importance of Expanding Your Clinical Toolbox

This presentation will help participants gain insight into the importance of collaboration, research, and utilizing available resources to enhance your investigations and build your clinical knowledge base. Discuss the best places to research what “normal” may look like for a particular diagnosis. Identify ways to incorporate clinical considerations into your investigative process, including interviewing. Explore ways to enhance your internal communications and referrals by adding clinical information.

Jessica Johnson, RN
SIU Clinical Consultant
Prime Therapeutics

Agenda was last updated: 3/7/2023

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2:30 pm – 3:30 pm

Money Laundering & Financial Analysis in Health Care Fraud Investigations

Understand how financial information can be incorporated into health care fraud cases. Participants will review various types of financial evidence, such as bankruptcy, divorce, financial statements, and tax records. Discuss the best ways to find public and non-public records and explore how to incorporate evidence into your investigations. Understand how insurers and law enforcement can collaborate and hear case study examples, including money laundering schemes.

Orlando Buissereth
Special Agent
U.S. Department of Health & Human Services, Office of Inspector General, Office of Investigations

3:45 pm - 4:45 pm

Interviewing Considerations for Experienced Investigators

It's important to develop skills that will enhance your ability to conduct effective phone interviews while maintaining the skills more typically associated with in person interviews. This session will explore the interview from preparation to execution. Using case examples, discuss how to develop a plan, structure an interview, and assess if the subject is being straightforward.

Judith Missakian
Senior Investigator, Special Investigations Unit
Blue Shield of California Promise Health Plan

Wednesday, April 5

1:30 pm – 2:30 pm

Don't have FWA tools? Pivot in Excel

Whether participants have access to FWA tools or not, often there is a need to perform analytic tasks in a tool like Excel. Learning a few simple tips and tricks can save minutes, hours, or even days of work. In this session, participants will learn advanced techniques utilizing a combination of Excel functions.

Walk through how to detect potential schemes, how to validate behavior in the data, and how to review patterns in minutes using several different techniques. Speaker will utilize formulas to quickly summarize data and incorporate pivot tables and charts.

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

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2:45 pm - 3:45 pm

Behavioral Health: An Overview and Case Studies of ABA & Psychotherapy

This presentation has been designed to share investigative findings of fraud waste and abuse in the behavioral health arena. Through real life case studies that were completed by utilizing both prepay and/or post-pay investigations, participants will leave the presentation with a better understanding of how to analyze their data, and how to utilize investigative tools to identify the presented emerging trends and schemes.

The speakers will demonstrate investigative techniques including identifying coding concerns, conducting records reviews, analyzing data trends, and researching required certifications of the providers.

Whitney Organ
Senior Investigator
Cotiviti

Brittney Eberhart
Senior Investigator
Cotiviti

4:00 pm – 5:00 pm

What's in a Policy? Translating Policy into Analytics

Applied Behavior Analysis (ABA) Therapy has gained traction as an emergent area for healthcare fraud schemes and improper billing practices. The rules on billing for ABA Therapy tend to vary between guidelines set by health plans, state Medicaid programs, and Managed Care Organizations (MCOs).

This session will demonstrate how to translate excerpts from policy documentation into queries for data analysis using ABA Therapy as a case study. Speakers will focus on analytic strategies around utilization limitations, prior diagnoses, timed billing, and provider credentials. By leveraging these methodologies to find anomalies in data, analysts and investigators can work with their healthcare programs to seek recoupments for improper billing and to identify providers for further investigation.

Kristine Knutson, AHFI
Senior Analytic Consultant
IBM

Socheatha Chan
Analytic Consultant
IBM

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Thursday, April 6

1:30 pm – 2:30 pm

Unraveling Foreign Claims

Foreign claims can be a challenge to any investigator. This session will explore a variety of issues surrounding foreign claims. Participants will learn appropriate information to request and how to review received documents to properly evaluate medical claims. Discuss current legal tactics being used by third party billers to force premature payment of claims.

Joaquin Basauri
Lead Investigator
Kaiser Permanente

2:45 pm – 3:45 pm

Case Study – Dental Investigations

Hear a dental case involving a complex scheme with home test kits, dental devices, and unnecessary surgeries. Examine the scheme mechanics and investigative strategies, including patient interviewing techniques. Participants will hear what didn't work during the investigation and discuss the difficult decision to end an investigation.

Joseph Parker
Special Agent
U.S. Department of Justice, Federal Bureau of investigation

4:00 pm – 5:00 pm

Case Study – Pharmacy Fraud

Hear how existing, legitimate pharmacies were purchased and turned into fraudulent enterprises. This complex scheme included kickback arrangements with marketing and telemedicine companies. Discuss how the case was initiated, how key pieces of information were connected, incorporating evidence into critical interviews, and case resolution strategies.

Christian Jurs
Special Agent
U.S. Department of Health & Human Services, Office of Inspector General, Office of Investigations

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