

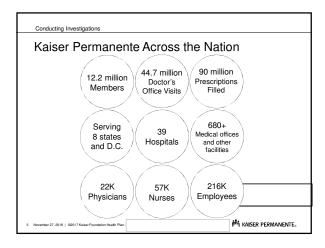


Objectives

- Planning and Working an Investigation.
- Interviewing Protocol and Techniques.
- Closing an Investigation and Report Writing.
- Corrective Actions to Consider.
- Referring a case to Law Enforcement.
- Case Study

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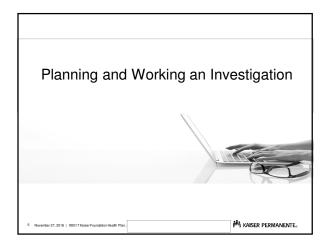
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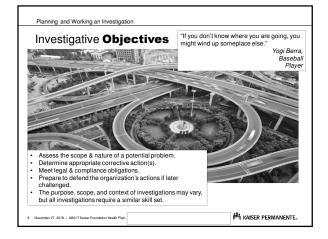


 Fraud, waste, and abuse allegations. Pharmacy theft and drug diversion. Member fraud. Identity theft. Health care and claims fraud. 	computer fraud. Cash and check fraud. Embezzlement. Vendor fraud.	

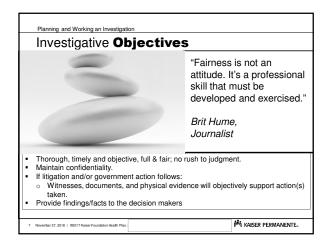












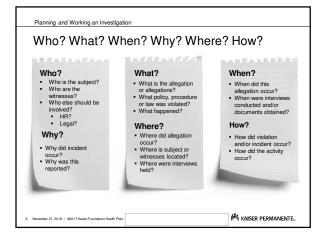


Planning and Working an Investigation

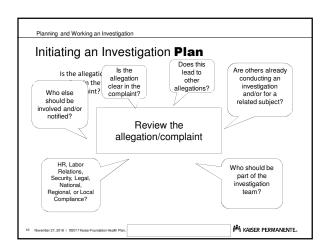
Full and Fair Investigations

- Declare any conflict which might be raised.
- Ask yourself whether or not you are the right person to investigate.
- Maintain an open mind and professional demeanor during the entire investigation.





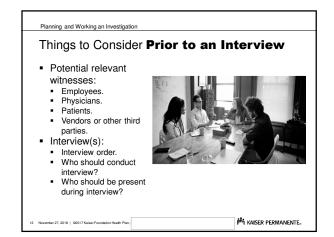


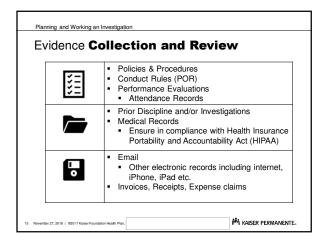




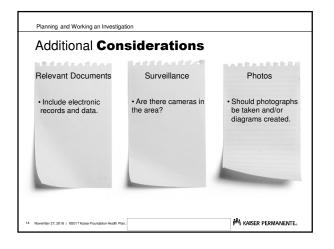
		ning and Working an Investigation		
		 The <u>role of management</u> in the investigation and/or interviews. 		
	¥= *	 The <u>elements needed</u> to prove the alleged offense and/or performance issue. <u>Reporting requirement</u>: Privacy & Security, Medicare, Medicaid/Medi-Cal, Federal Employee Health Benefits Program. Criminal implications that may require law enforcement referral. 		
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Protected Health Information and Disclosure

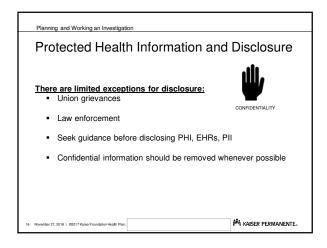
- HIPAA* and state laws require protected health information (PHI), electronic health records (EHRs), personally identifiable information (PII) to be maintained confidentially.
- PHI, EHRs, PII disclosed to a third party must be logged and tracked
- Comply with minimum necessary requirements handle documents in a confidential manner

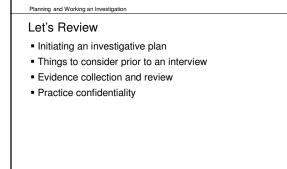
*Health Insurance Portability and Accountability Act
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Planning and Working an Investigation

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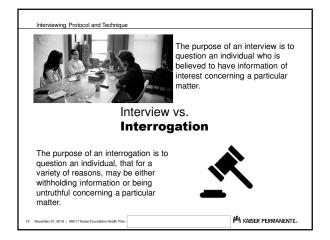


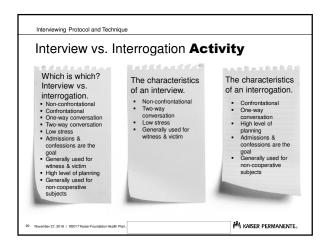


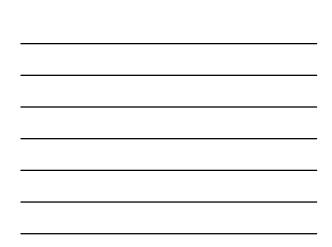
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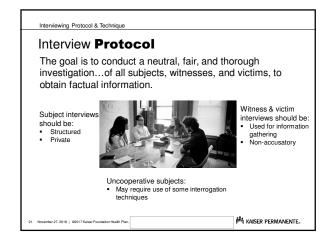
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Interviewing Protocol & Techniques

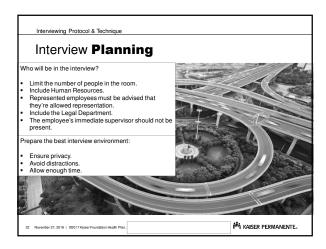




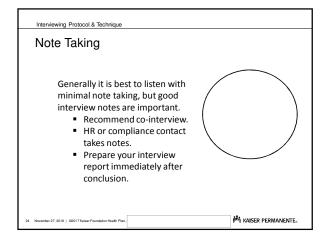


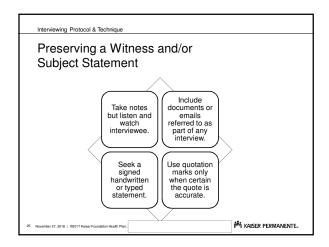




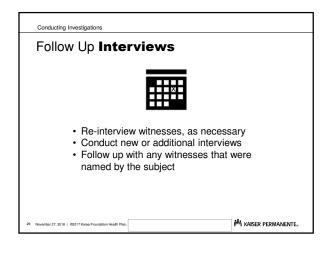












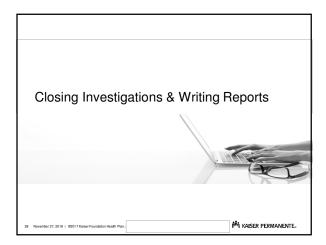
Interviewing Protocol & Technique

- Interview protocol
- Interview planning
- Conducting the interview
- Preserving a witness and/or subject statement
- Follow up interviews

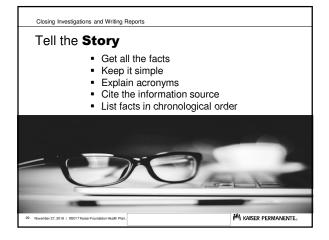
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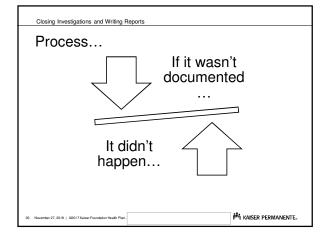
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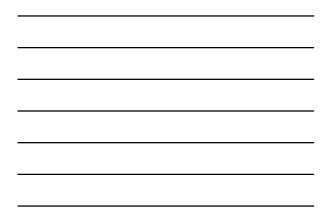


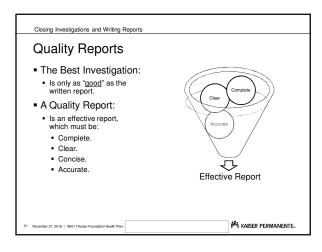




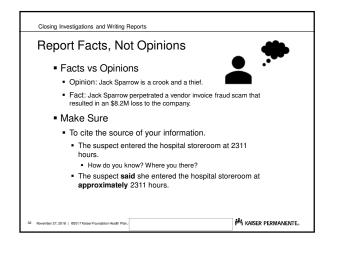


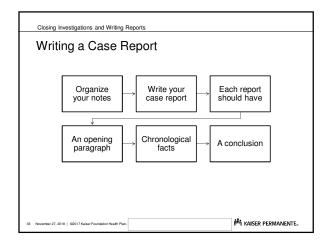




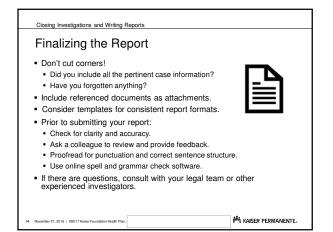


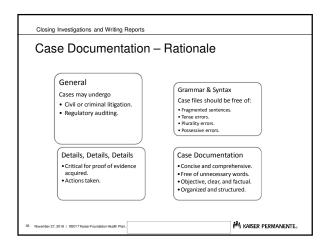


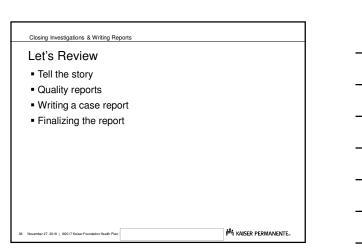






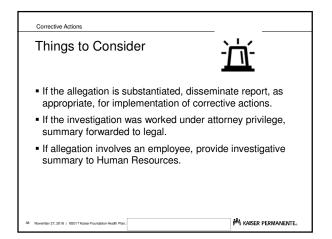


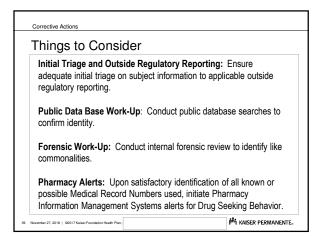


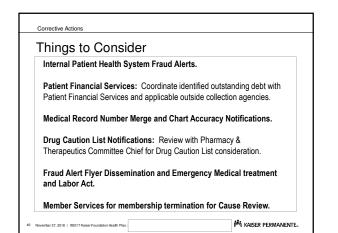


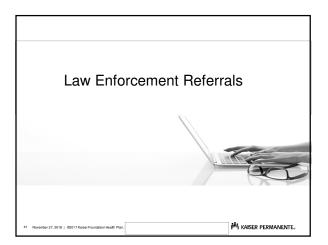


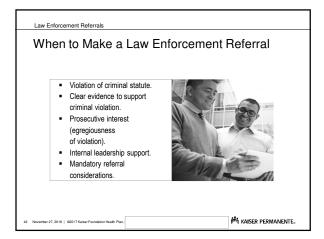












Law Enforcement Referrals

Which Law Enforcement Agency Should You Contact

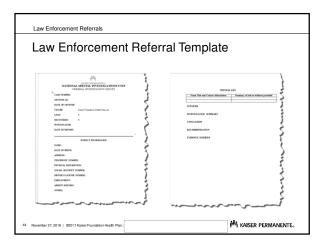
- Statute violated (state
- or federal). • Location of criminal act(s).
- Relationships.

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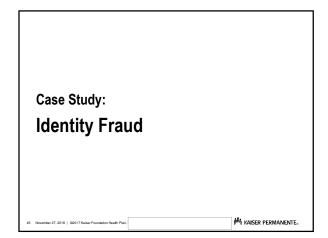




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Conducting Investigations

Presenters

- Tamara Neiman
 Director, National Special Investigations Unit
 Tamara.L.Neiman@kp.org
- Dan Falzon Manager, National Special Investigations Unit Daniel.J.Falzon@kp.org

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