Case IQ

Conducting FWA Investigations with Case Management Software

An eBook for SIU and OIG Teams
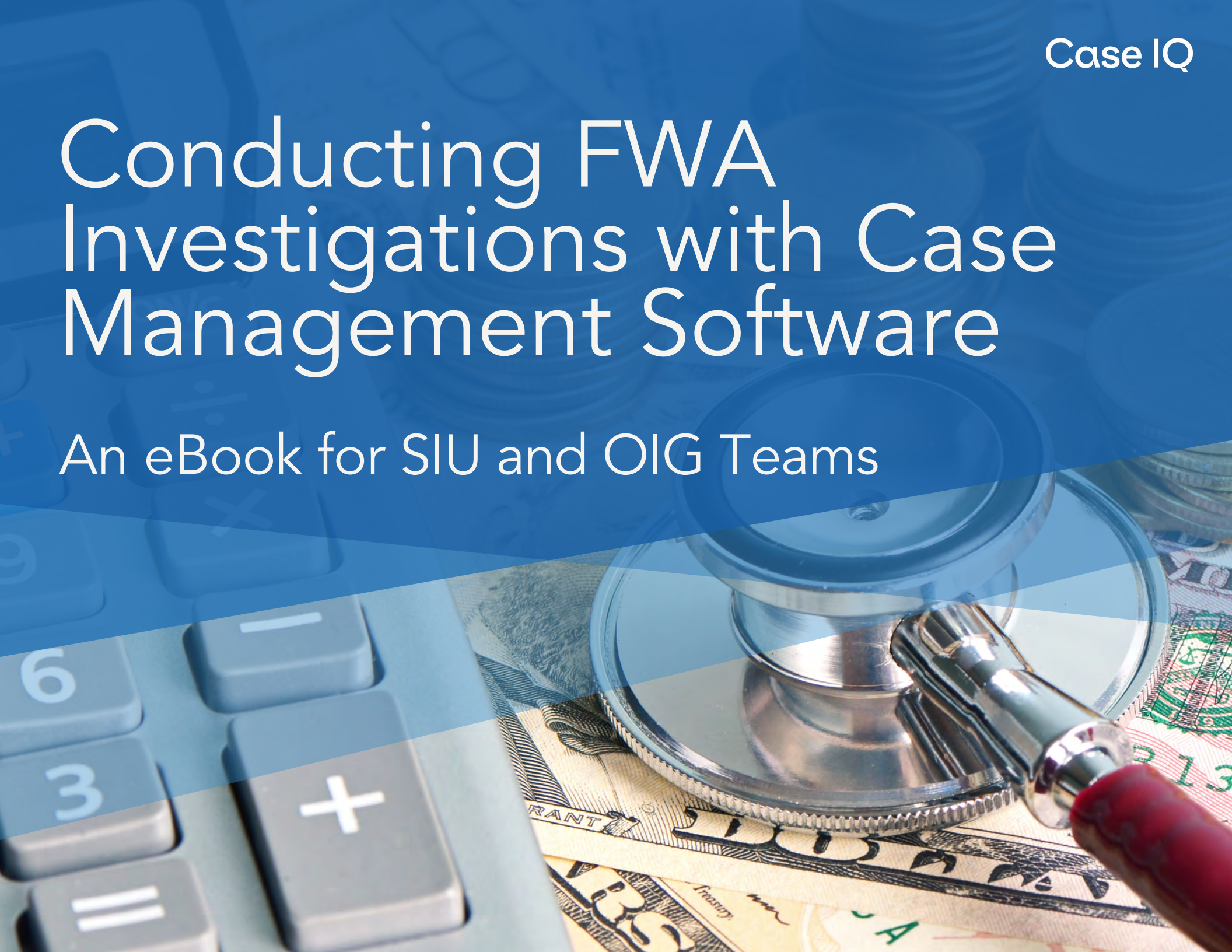
TABLE OF CONTENTS

WHY
Healthcare fraud costs the US around $68 billion every year. (The National Health Care Anti-Fraud Association)
PAGE: 5

ROI
Case management software offers exceptional return on investment.
PAGE: 9

Case IQ

What is Case Management Software and How Will it Improve Our Investigations?

Case management software makes it easy for SIU and OIG investigators to track and manage Fraud, Wast and Abuse (FWA) investigations and report on results for effective risk management and prevention.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images, notes, emails, and other supporting documents.

Case management software can be integrated with existing systems, automatically filling in fields to save you time.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection.

If your case management software platform provides a mechanism to set up access roles, you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.
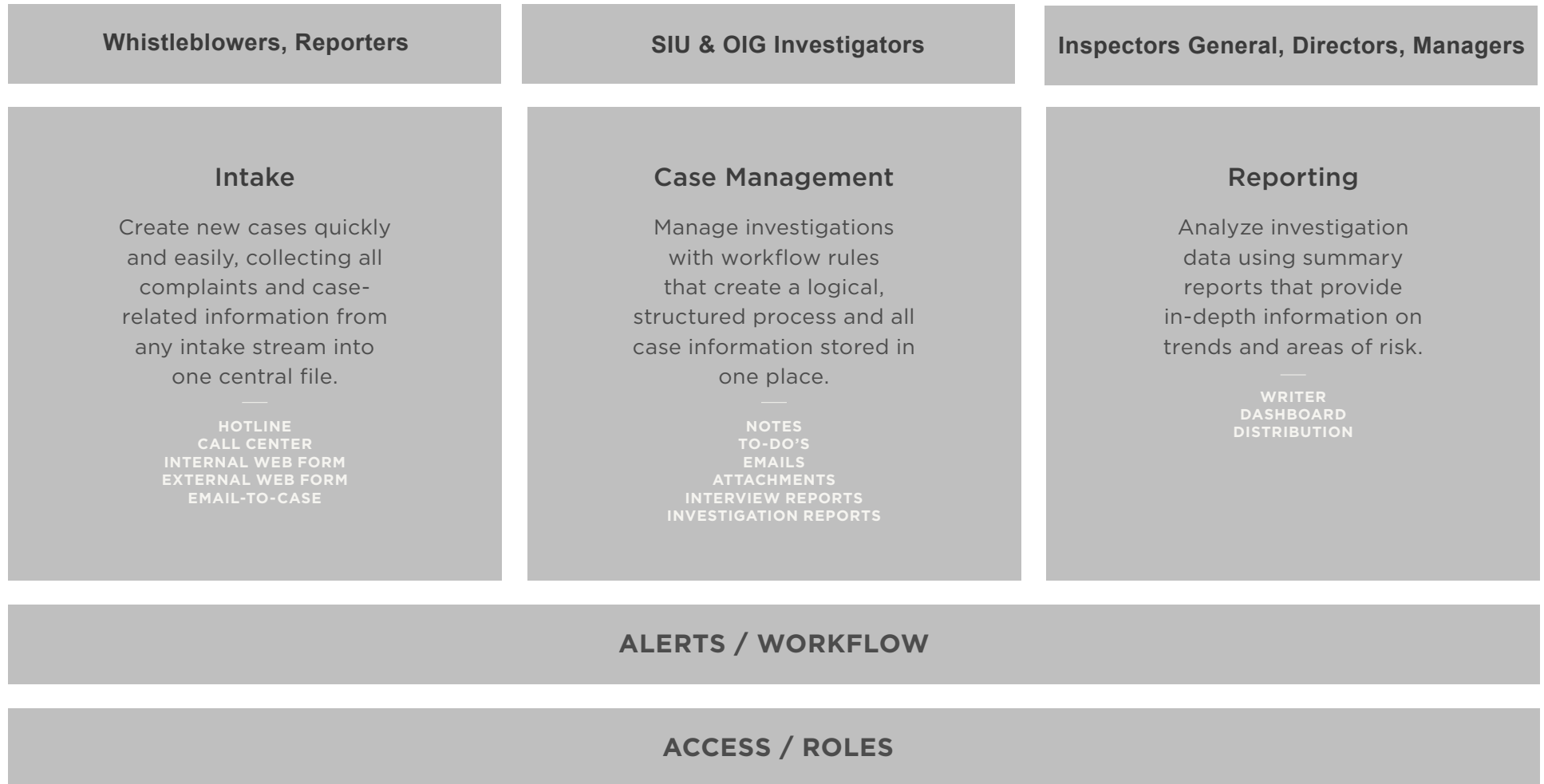
BACKGROUND

SIU & OIG investigations can be complex and time-consuming. A case management solution helps catch fraudsters faster, recover more funds and prevent fraud, waste and abuse.

ON THE FOLLOWING PAGE:

HOW CASE MANAGEMENT SOFTWARE WORKS

- Intake
- Case Management
- Reporting
- Alerts/Workflows
- Access/Roles

HOW CASE MANAGEMENT SOFTWARE WORKS:

Whistleblowers, Reporters	SIU & OIG Investigators	Inspectors General, Directors, Managers

Intake

Create new cases quickly and easily, collecting all complaints and case-related information from any intake stream into one central file.

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**HOTLINE
CALL CENTER
INTERNAL WEB FORM
EXTERNAL WEB FORM
EMAIL-TO-CASE**

Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

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**NOTES
TO-DO'S
EMAILS
ATTACHMENTS
INTERVIEW REPORTS
INVESTIGATION REPORTS**

Reporting

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

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**WRITER
DASHBOARD
DISTRIBUTION**

ALERTS / WORKFLOW

ACCESS / ROLES

2

Why Do I Need Case Management Software?

A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps investigators spot patterns and recurring hot spots in FWA. It also eliminates the need for collecting information from different sources and team members.

If your team is using spreadsheets or an outdated in-house system, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to apprehend fraudsters who cost the economy and the government millions of dollars in losses.

Case management software uses task reminders to keep teams on track, reducing response times. It also flags links between cases based on criteria you set, making it easier to identify relationships, flag suspicious activities and see correlations.

REDUCE FRAUD, WASTE AND ABUSE

The State of West Virginia's Workers' Compensation Commission was losing almost $1 million per day before they implemented case management software.

CASE MANAGEMENT SOFTWARE HELPS INVESTIGATORS WORK MORE EFFICIENTLY WITH:

- one-click reporting
- graphs, charts and heat maps for deep risk analysis
- automatic filing
- built-in form templates
- integration with claims systems
- case linking
- all case data in one place
- secure, mobile-friendly platform
- customized features and fields

BY IMPLEMENTING CASE MANAGEMENT SOFTWARE, YOU WILL:

- capture every tip and report
- monitor case progress in real time
- use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off track
- close cases faster
- create investigation reports in seconds
- conduct root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- save time and money
- recover more funds lost to fraud, waste and abuse

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN HOME-GROWN AND SPREADSHEET SYSTEMS

Spreadsheets:

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts and deadlines
- No reporting

Home Grown:

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built - may require work-arounds that deviate from best practices
- May not have task assignment, alerts and deadlines built-in
- May not have reporting and analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

CASE MANAGEMENT SOFTWARE:

- No need for dedicated IT staff
- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
  - All information is in one centralized case file
  - Strong information security and privacy built in
  - Investigators, IGs and directors can set alerts and deadlines to keep cases on track
- Integration with old databases allows information to be pulled into each field, instead of having to type or paste it in

4 GOOD REASONS TO IMPLEMENT CASE MANAGEMENT SOFTWARE

- Our caseload is increasing
- Our team is expanding
- Our regulatory environment is changing
- We need to work more efficiently

The Best Time to Implement Case Management Software

There are several things to consider when deciding the timing for implementing investigative case management software, but often it's changing circumstances that drive the need for a new system.

New, Sophisticated Fraud Schemes are Emerging: Often, the need for case management software arises because a new type of program fraud emerges. Implementing a new case management solution as early as possible prevents FWA cases from falling through the cracks and allows investigators to learn the system before their caseloads reach maximum capacity.

Our Investigation Team is Expanding: Team expansion could include the addition of more investigators or additional management. These scenarios may trigger the need for a more efficient, better organized system for documenting health and human services fraud investigations.

Our Regulatory Environment is Changing: Increased enforcement of regulatory requirements puts heavy pressure on SIU and OIG teams to ensure their investigations are timely, thorough and well-documented. A case management solution can help ensure investigation teams meet these strict criteria.

We Need to Work More Efficiently: Health and human services fraud investigations can be complex and time-consuming. A case management solution with easy case creation, customizable features and logical work flow ensures no data or cases fall through the cracks, helping manage risk and recover more losses.

Be Proactive
The best time to implement investigative case management software is NOW. It is much easier to integrate a new investigation solution when processes are running smoothly rather than when you are scrambling to deal with a backlog of FWA cases.

4

ROI

Case management software offers exceptional return on investment for SIU and OIG teams.

- Cost avoidance – less money spent on IT and in-house programmers for upkeep.

- Cost savings – scalable platform makes it less expensive to upsize or downsize.

- Increased productivity – investigators can get more done in less time.

- User adoption – investigators like using tools that make their jobs easier.

- Better recoveries – recover more funds lost to FWA that cost taxpayers and your department money.

- Reduced reporting time – fast data analysis to catch FWA sooner.

COST COMPARISON:

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

Cost of Home-Grown

Software for managing FWA investigations can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch, which is time-consuming and labor intensive.

- Cost and maintenance of servers in-house is often more expensive than hosting.

- Information privacy compliance mechanisms must be researched and incorporated.

- You'll have to purchase and maintain secure information backup systems and hardware.

- IT staff must be dedicated for the entire building phase, taking them away from other tasks.

- Continuity and maintenance can be an issue when the staff who built the system leave.

- Software upgrades and support require getting into the internal IT services queue and fighting to keep your priority.

- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for your department. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals and attending demonstrations.

- Built-in information privacy compliance, without the need to research and incorporate it.

- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.

- A few hours of IT staff input to ensure compliance with your company's security and process requirements.

- A couple of weeks of staff time for implementation, spread over the course of two months.

- On-site or remote training to ensure your team is comfortable using your new system

- Annual licensing fees, which include 24/7 support, so that your IT department doesn't need to be involved.

One-on-One Advice

Our team of experts has implemented Case IQ for SIU & OIG investigators across the globe.

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy sales people, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To get a demo please visit https://www.caseiq.com/request-a-demo/.

TO BOOK YOUR ONE-ON-ONE, PLEASE GET IN TOUCH:

OFFICE	EMAIL	PHONE
300 March Rd., Suite 501 Ottawa, Ontario K2K 2E2 Canada	sales@caseiq.com media@caseiq.com support@caseiq.com	1-800-465-6089

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