

# Conducting Internal Investigations

## An Online Course to Train and Certify as an Internal Forensic Healthcare Auditor

This is a 3-month course. Work online at your own pace with no scheduled classes to attend. This course is preapproved for 18 Continuing Education Units with AIHC.



**Online, On-Demand Training** - This course is Online, On-Demand with no scheduled classes to attend during your 3-month access to course materials. Typically, professionals complete the course and certify within 2-3 months, however, you have 3-month access included in your tuition. Access your course information 24 hours a day, 7 days a week, by logging into the AIHC website. A qualified, certified instructor is available upon request to address questions you may have during your training experience.

**Course Prerequisites** - This course is recommended for Compliance Officers, Human Resource Directors, Practice Administrators, Office Managers and others responsible for managing complaints and conducting internal investigations.

### Earn Continuing Education Units (CEUs)



#### 18 CEUs

This program has been approved for 18 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals. These continuing education units may be applied towards the Core, HIPAA, and Ethics Category CEU Renewal Requirements for the following AIHC credentials: CIFHA, CHA, CHCO, and OHCC. They may also be applied towards the Core and Ethics Category CEU Renewal Requirements for the following AIHC credentials: ICDCT-CM, and ICDCT-PCS.

### What You Will Learn:

#### Introduction to Forensic Auditing in Health Care

- FBI and White-Collar Crime
- Financial Investigations & Embezzlement
- Social Media Checks
- NHCAA
- Medical Identity Theft
- Difference between Internal and External Investigations & Steps to Conduct an Internal Forensic Investigation

#### Accepting the Investigation

- Investigation Checklist
- 10 Common Investigation Mistakes – What Not to Do
- Qualifications – What to Consider When Accepting the Investigation
- Difference between White, Blue, Red and Pink-Collar Crimes
- Availability and Meeting Regulatory Deadlines (HIPAA, CMS Fraud & Abuse)
- Conflict of Interest & Recusing Yourself & Understanding Bias and the Investigative Process



The American Institute of Healthcare Compliance, Inc.

[www.aihc-assn.org](http://www.aihc-assn.org)

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## **Planning the Investigation**

- Drafting the Plan – Reconnaissance
- Collecting and Handling Evidence, IT and Digital Evidence
- Chain of Custody (CoC) Tracking and Documentation Requirements

## **Gathering Audit Evidence**

- Characteristics of Objective Evidence, Managing Evidence
- Detecting Problems when Auditing EMR/EHR for Evidence
- Securing Data as Potential Evidence
- Differentiating between Medical ID Theft or Falsified Data

## **Understanding the Interviewing Process**

- The Interview Process – Preliminary Considerations
- Interviewing the Person Filing the Complaint (Reporter)
- Interviewing the Subject
- Assessing Credibility
- How to Spot Liars at Work, Detecting Lies and Deception
- Interview Memos and Documentation

## **Analyzing Data & Reporting Findings**

- Avoiding Bias, Analyzing Issues and Objective Report Writing
- Burden of Proof
- Tips for a Factual, Objective Written Report
- Complex Report Models
- Dissemination of Information and Security of Communications

## **Computer Requirements and Time Limits**

To successfully complete this course, you will need high-speed internet access, email, Microsoft Word, Microsoft Excel, and Adobe Reader. You must complete this course within three (3) months of your enrollment date or purchase an extension to buy more time. Your course enrollment begins when the AIHC Office receives your course tuition payment.

## **Course Tuition Includes**

- Access to a Qualified Online Instructor If and When You Need Help (Available upon request).
- Training Materials and Access to the Online Training Page.
- Self-Review Questions for Each Lesson
- Quizzes and Downloadable Information: Accessed through the online training page.
- AIHC Membership for One (1) Year: This is available for first-time members only.
- Mock Exam: This mock exam is one exam total that covers all five of the certification exam domains.
- One (1) Certification Exam Attempt, Provided the Exam is Taken Within Three (3) Months of Completing the Course



## Optional Certification Exam – Earn the CIFHA Credential

Experienced Healthcare Executives, Human Resource Directors, Compliance Officers and Managers successfully completing this course have the *option* to certify as a Certified Internal Forensic Healthcare Auditor (CIFHA<sup>SM</sup>). The online exam can be taken remotely from the comfort of your home or office. Attempts at the exam are only available by appointment with a professional AIHC proctor.

### About the Certification Exam

- The exam is 100 questions, open note three (3) hour proctored exam taken online.
- Passing score is 80%\*
- There are five (5) Domains:
  - Investigative Terminology, Abbreviations and Acronyms
  - How to Accept & Plan the Investigation
  - Using appropriate Investigative techniques, Collecting & Handling Potential Evidence
  - Conducting Investigative Interviews, Credibility & Detecting Deception
  - Analyzing Data, Burden of Proof & Writing the Report
- The exam is taken online from the comfort of your home or office by appointment only and scheduled with a professional AIHC proctor. Certification is approved by the Certification Exam Board.

**\*Policy:** The certification exam is optional, but the cost of one exam attempt is included in your course tuition provided you take the exam within three months of completing the program. Typical pass rate on 1 attempt when the exam is taken within 4 weeks after completing the course is 92%. If you do not pass the first time, you may purchase up to 2 additional attempts at certification totally 3 attempts within 1 year from your course enrollment date.

### Maintaining Your CIFHA Credential

Once you are certified, you need to maintain your credential by earning six (6) CEUs annually. AIHC also offers free and low-cost CEU programs for our members.

### Tuition Non-Member Price: \$1,250

**AIHC Members Pay \$750 [Members Save \$500]**

*[Join as a member today and save!](#)*

### How to Register for this Course

**Register Online – [Click here](#) to return to the Course Page, Enroll and Pay!**

We accept online registration payment via credit card.



**Register Via Mail or Fax:** Scroll down for a hard copy enrollment form. Mail or fax your completed form to the AIHC Office to submit your registration and payment information.

### Refund & Financial Policies

View the Refund Policy and Payment Plan Options Posted on the Home Page of our Website under Financial Policies [www.aihc-assn.org](http://www.aihc-assn.org)



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# HARD COPY REGISTRATION FORM

## Conducting Investigations – Online Training Program

*Please submit one form per person*

Hard Copy Registration Form *(Please submit one form per person)*

<b>Enrollment Date:</b>	<b>I intend to take the online certification exam after completing this program:</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Name &amp; Credentials:</b>	
<b>Home Address:</b>	<b>Employer Name &amp; Address:</b>  
<b>Current Job Position:</b>	
<i>(For website administration and registration confirmation)</i> <b>Primary Email Address:</b>  <b>Alternate Email Address:</b>	<b>Work Phone Number:</b>  <b>Alternate or Cell Phone Number:</b>
<b>Credit Card Payment Information:</b>	
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   <input type="checkbox"/> MasterCard         </div> <div style="text-align: center;">   <input type="checkbox"/> VISA         </div> <div style="text-align: center;">   <input type="checkbox"/> Discover         </div> </div>	
Amount Approved on this Credit Card: <input type="checkbox"/> Non-Member Price: \$1,2500 <input type="checkbox"/> AIHC Members Pay: \$750 Card Number: _____	
Security Code: _____      Expiration Date: _____	
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
<p><b>Please Make Checks Payable to: AIHC</b></p> <p><input type="checkbox"/> Non-Member Price: \$1,250    <input type="checkbox"/> AIHC Members Pay: \$750</p> <p><b>AIHC Mailing Address:</b> 3637 Medina Road, Suite 15, Medina, Ohio 44256</p> <p><b>AIHC Fax Number: (330) 952-0716</b></p> <p><b>How did you hear about us?</b></p> <p><input type="checkbox"/> Mail   <input type="checkbox"/> Email   <input type="checkbox"/> Co-Worker   <input type="checkbox"/> AIHC Website   <input type="checkbox"/> Social Media   <input type="checkbox"/> Other: _____</p>	



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