

# 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 the American Institute of Healthcare Compliance.

[We are a licensing/certification partner with CMS.](#)

**Online, On-Demand Training** - This course is online and 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 months of access included in your tuition. Access your course information 24 hours a day, 7 days a week, by logging into our 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 our 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 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
- Video: Myths About Investigations Webinar with Meric Craig Bloch, J.D.

#### 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)

Phone: (330) 241-5635

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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 and Falsified Data
- Video: Investigative Interviews Are Like Blind Dates with Meric Craig Bloch, J.D.

## **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
- Video: How to Conduct an Ethical Investigation with Meric Craig Bloch, J.D.

## **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
- Video: Why Should the Boss Listen to You? with Meric Craig Bloch, J.D.

## **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 our 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
- 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<sup>SM</sup> 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 proctor.

### About the Certification Exam

- The exam is a 100-question, 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 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. The 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, totaling 3 attempts within 1 year from your course enrollment date.

## Maintaining Your CIFHA<sup>SM</sup> Credential

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

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

### Members Pay \$750 [Members Save \$500]

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

## How to Register for this Course

Register Online – [Click here](#) to register securely for this training program.

We accept the following credit cards online via the secure payment portal located on the course registration page.



### *Need to Mail a Check or Money Order?*

Scroll down, complete the hardcopy enrollment form and enclose it with your payment.

## Refund & Financial Policies

View the Refund Policy 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*

<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>Work Phone Number:</b>
<b>Alternate Email Address:</b>	<b>Alternate or Cell Phone Number:</b>

### Please Make Checks Payable to: AIHC®

[ ] Non-Member Price: \$1,250    [ ] Members Pay: \$750

**Mailing Address:** 3637 Medina Road, Suite 15, Medina, Ohio 44256

**Please do not send credit card information, for secure credit card payments:**

Register Online – [Click here](#) to register securely for this training program.

Or request an invoice by emailing [RegistrationDepartment@aihc-assn.org](mailto:RegistrationDepartment@aihc-assn.org), or call 330-241-5635 (option 2)

We Accept the Following Credit Cards:



AIHC® is a 501(c)(3) Non-Profit Licensing/Certification Partner with CMS.

*Thank you for choosing AIHC for your training needs.*



**How did you hear about us?**

Mail    Email    Co-Worker    Our Website    Social Media    Other: \_\_\_\_\_



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