

# Conducting Internal Investigations

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



This is a 4-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 4-month access to course materials. Typically, professionals complete the course and certify within 2-3 months; however, you have 4 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 and Ethics Category CEU Renewal Requirements for the following AIHC® credentials: CCRS, CHA, CHCO, CIFHA, CORCM, HPOC, ICDCT-CM, ICDCT-PCS and OHCC.

## What You Will Learn:

*The course outline below includes a quiz to test your knowledge after each lesson topic to help prepare you for certification.*

### Introduction to Forensic Auditing in Health Care

- Video: Myths About Investigations

### Internal Investigation Basics

- Overview of the importance of conducting professional internal investigations and answering these questions:

- What is the difference between an internal vs. external investigative audit?
- What government agencies are most likely to investigate a healthcare organization?
- What triggers an **external** investigation?
- What are common triggers to an **internal** investigation?
- How can I get Human Resources (HR) to cooperate? – dealing with potential internal roadblocks.
- How can conducting your own internal investigation be beneficial, or can it pose more risk?

### Steps to Conducting a Forensic Investigation

- Goal of conducting an investigation and overview of basic terms and definitions
- Summary with description of the investigative process. Each step of the process is addressed in more detail in subsequent lessons (below).



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## *Course Learning Objectives, continued*

### **Accepting the Investigation**

- Qualifications – What to consider when accepting the investigation
- Traits of an investigator: Objectivity, integrity, competence and due care
- Understanding bias and unconscious bias
- Investigative process, conflict of interest & recusing yourself

### **Planning the Investigation**

- Tips for creating the investigative team
- Drafting the plan: What the plan should include
- Advanced planning to correctly collect & handle evidence
  - Chain of Custody (CoC) tracking and documentation requirements

**Common Health Crimes** - This section reviews various forms of crimes and often interconnected criminal activities an investigator can uncover.

- Most healthcare crimes are categorized as white-collar crimes
  - Common practitioner schemes
  - Agencies assigned to investigate white-collar crimes
- Many healthcare crimes are both white-collar and pink-collar crimes
  - Motivations & key characteristics
- Review of blue-collar and red-collar crime categories

**Gathering the Facts** - Importance of collecting and documenting evidence during the execution of the investigation plan.

- Key terms to communicate effectively with audit peers and supervisors
- Review types of evidence
- Characteristics of objective evidence, managing evidence
- Securing data as potential evidence

### **Electronic Records & Billing System Considerations**

- Case examples to detect tampering of data
- Detecting irregularities in the billing or practice management system
- Understanding documentation signature requirements to detect potential red flags

### **Challenge of Conducting Internal Investigations**

- Video: Investigative Interviews Are Like Blind Dates
- Lying – why interviewees try to deceive you
- Interview memos and documentation

### **Conducting an Ethical Investigation**

- Video: How to Conduct an Ethical Investigation
- It's more than fact-finding
  - Procedural fairness
  - Ethical duties of the investigator
  - The 4 pillars of an ethical investigation
- Understanding the reporter's rights
- Understanding the subject's key rights & investigator actions



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## ***Course Learning Objectives, continued***

### **Weighing Data & Evidence**

- Analyzing information – how artificial intelligence introduces new risks
- Reviewing answers to the “Who, What, Why, When, Where and How” of the complaint being investigated
- Considering social, logical & physical factors
- Evaluating credibility & reliability of evidence
  - The CRAPP Test
- Determining underlying causes, not just symptoms

### **Writing an Objective Report of Findings**

- Video: Why Should the Boss Listen to You?
- Recommended basic report structure
  - Tone
  - Burden of proof
  - Reasonable doubt
  - Preponderance of the evidence
- Complex report models
- Dissemination of information and security of communications

**Computer Requirements** are available on our website.

### **Time Limits**

The course must be completed within four (4) months from the date of enrollment. Course extensions are available for purchase if additional time is needed. Enrollment officially begins once our office receives the 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 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\* - After successfully completing the online course, you will be given continued access to your course page (including quizzes) and to a practice (mock) exam until your certification exam date.**

- The certification exam is a 100-question, open-note, three (3)-hour scheduled proctored exam taken online (*no travel required*)
- Passing score is 80%
- There are ***three (3) domains***:



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- 1) Investigative basics, steps accepting the investigation (*lessons 1-4*)
- 2) Investigation planning, crimes, gathering facts & electronic record/billing considerations (*lessons 5-8*)
- 3) Using appropriate investigative techniques, collecting & handling potential evidence, conducting investigative interviews, credibility & detecting deception, weighing evidence and writing your report (*lessons 9-12*)

- The exam is taken online from the comfort of your home or office *by appointment only* and scheduled with a **professional remote 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

If you certify, you will need to maintain your credential by earning CEUs annually and paying the annual membership renewal fee. We do offer free and low-cost CEU programs for our members. For more information visit our [Credential Renewal FAQs](#).

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

**Members Pay \$950 [Members Save \$300]**

[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>
<b>Name &amp; Credentials:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<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: \$950

**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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