

MASTER LIST OF TASKS AND STANDARDS

3111301 FRAUD INVESTIGATOR I

TITLE CODE NUMBER: 3111301

**TASK
NO: TASKS**

- 1 Prepares/fills out daily/weekly/monthly activity sheets/schedules, by specifying/entering data of case specific information/work performed/scheduled/time spent/making entries on a daily basis/totaling the information, to provide/document record of activities.
 - * Entries/totals are accurate, legible, complete, and follow a standard format
 - * Activities listed correspond with time worked/case recordings
 - * Forms submitted within prescribed deadlines

- 2 Writes reports/summaries, including chronological developments, by presenting underlying problems/allegations/findings/recommendations/other factors, to create comprehensive case files/electronic records upon which decisions/recommendations/judgments can be made.
 - * Reports/summaries include all relevant information
 - * Reports/summaries are clearly written, legible, and understandable
 - * Findings/recommendations are consistent with information/evidence obtained
 - * Completed reports/summaries are submitted within prescribed deadlines

- 3 Prepares/creates files of active cases/investigations/other folders, by assembling/collating documents/forms/other pertinent material to be included, making appropriate notations/stamping/dating as required, to produce finished package for placement in file/other processing.
 - * Folders contain all required documents/forms, in proper order
 - * All required notations/stamping/dating included.
 - * Folders are prepared within prescribed deadlines

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- 4 Attends/participates in one-on-one case conference sessions with supervisor, by meeting with supervisor, to discuss work plans/course of action/status and final recommendation on all assigned investigative cases.
- * Attends regularly scheduled sessions and requests additional sessions when needed
 - Consistently accepts changes and implements
 - * supervisory recommendations to original work plan/case recommendations/determinations/outcome of case
 - * Information/records presented are coherent, relevant and follow investigatory protocol
 - * Completes action steps/correction actions within prescribed deadlines
- 5 Investigates participants/applicants/providers/other involved in the illegal/fraudulent/misappropriation of social benefits funds/assistance/programs, by reviewing case records/ complaints/interviewing perpetrators/collateral persons/witnesses/mailed out correspondence/clearances/conducting field visits/surveillances, to gather evidence to substantiate claim/allegations/determine ineligibility/recommend case closing.
- * All complaints/sources/leads are pursued
 - * Correspondence/clearances are accurate and complete
 - * Required field visits/surveillances are conducted during the course of the investigation
 - Interviews/investigations are thorough/follow
 - * established guidelines/are completed within prescribed deadlines
- 6 Receives/reviews case referrals from the District Attorney/Inspector General/others, of the participants whose income/financial situation/status has changed significantly, by recalculating/computing current benefits provided using standard formulas/tables/budgeting guidelines/forms, to uncover/determine/report financial assistance amount/amount to be recovered/recouped from participant.

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- * Reviews are thorough, complete and follow established guidelines
 - * Computations are accurate
 - * Calculations are completed/submitted to referring agent within prescribed deadlines
- 7 Receives/reviews/records complaints made via phone/in person/by correspondence, on standard forms, by asking/clarifying questions, to gather the factual information necessary to determine whether further investigation is warranted.
- * Accurately notes complaint/information presented
 - * Appropriate clarifying questions are asked
 - * Responds to caller/complainant courteously and tactfully
 - Refers difficult/irate callers to Senior
 - * Investigator/Supervisor diligently and quickly, avoiding/averting further discord
- 8 Interviews participants who are under care/under application/and/or providers who are under investigation to examine information presented/invalidate fraudulent documents/gather evidence/obtain necessary information/statements, to prepare record for field visit/referral or investigation
- * Interviewer is respectful, courteous, and professional
 - * Confidentiality is respected at all times
 - * Suspect or blatant violators are immediately flagged for further investigation
 - Interviews/investigations are thorough/follow
 - * established guidelines/are completed within prescribed deadlines

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- 9 Accompanied by a Senior Investigator/seasoned Investigator, conducts field visits to the address of record for applicant/participant/collateral contact/others, making visual assessments/verifying information pertaining to household composition/residence/institutions associated with family members/assets/finances/other, to complete the interview process.
- Field visits follow strict and approved time
 - * frames/scheduling conflicts are identified and resolved before departure to the field
 - * Information/observations made during visit is appropriately secured/recorded
 - Appropriate notification to applicants/participants/collateral contacts/others, who
 - * are not-at-home/not available at the time of scheduled visit, is left with complete rescheduling instructions
 - Case preparations/ interviews/
 - * investigations are thorough/follow established guidelines/are completed within prescribed deadlines
- 10 Drafts repayment agreements/schedules, by discussing/ reaching mutual agreements on specific pay back amounts for a specific period with debtor/defense attorney/other interested parties/obtaining legally endorsed forms/affidavits detailing terms of agreement, to secure restituion of funds for overpayment/money owed to the Agency.
- * Terms agreed to are realistic and do not pose undue hardship on the debtor
 - * Referrals for legal action for delinquent or uncooperative debtor are consistently made
 - * Legal forms/affidavits are prepared accurately and conform to legal standards
 - * Agreements/forms/affidavits are prepared and submitted within prescribed deadlines

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- 11 When called upon, advocates/liaises/serves as point person/testifies in court/other legal proceedings/files legal actions/responds to inquiries court officials/law enforcement agencies/social services agencies/other external agencies, by retrieving/gathering/obtaining/detailing/recounting/attesting to case information pertinent to investigations/cases/requirements.
- * Establishes and maintains rapport/relationships with external agents
 - * Retrieves/details information accurately and appropriately
 - * Represents/handles self professionally and appropriately
 - * Is punctual for scheduled appointments/appearances
- 12 Conducts/leads field visits, by scheduling visits/preparing cases/investigating/interviewing/making observations/securing and recording information, to ascertain/verify/confirm information pertinent to assigned case/in response to referral/other investigation
- * Scheduling conflicts are identified in advance and resolved immediately
 - Case preparations and resulting
 - * interview/investigations follow established guidelines and completed within prescribed deadlines
 - Information/observations made during visit is
 - * appropriately secured/recorded and kept confidential at all times
 - * Notifications are left when contact is not at home/not available at the time of scheduled visit

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- 13 With supervision, investigates mixed case load of Medicaid and or other providers/persons of interest/recipients in team/collaborative environment.
- * Manages time effectively to meet all milestones and case completion goal.
 - * Assigned cases are actively pursued to final disposition.
 - * Work is documented in required formats as it is completed.
 - * Collaboration with colleagues and external partners is professional and proactive.
 - * Progress on all assigned cases is demonstrable.
- 14 With close supervision, undertakes inventory reviews of pharmacies by collecting/analyzing/comparing drug dispensing data and drug wholesales purchase invoices to identify anomalies/indicators of pharmacy fraud/drug diversion/other types of suspect conduct by Medicaid providers.
- * Completes all assigned pharmacy review cases in a timely and efficient manner.
 - Participates un field operations at assigned locations
 - * and gathers relevant evidence/information necessary to complete cases.
 - Carefully reviews all
 - * evidence/information/documentation obtained to accurately assess the validity of services/supplies paid for by Medicaid/Medicaid Managed Care.
 - * Logically summarized all evidence and findings in approved formats.

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- 15 Gather information and evidence through the uses of electronic data/information/Medicaid/other system/research/lead generation/charting and organizing tools/systems and search engines/social media to generate new/investigate assigned Medicaid provider/person of interest/recipient targets and cases.
- * Effectively uses all available tolls/systems to generate evidence and pursue leads.
Appropriate use is made of standardized queried to
 - * obtain claims data from the Medicaid/other Data Warehouse.
 - * Accurately applies data/information obtained to move cases forward.
 - * Research is conducted when necessary to fully understand data/information obtained.
 - * Adheres to all Confidentiality and Social Media Use Policies.
- 16 With supervisory guidance, conducts entity research/due diligence using Medicaid and non-Medicaid sources to identify all owners/affiliates/recipients/others connected to allegations/schemes. Reviews/researches Medicaid rules/regulations/guidance to identify program requirements for providers/owners/affiliates and failures to meet such requirements.
- * Ownership, affiliations and other relevant case connections are accurately identified and charted.
Medicaid provider rules, regulations and guidance are
 - * identified and effectively used to identify program violations and fraud.
 - * Recipients related to case allegations are identified and effectively pursued.
 - * Relevance of information and evidence obtained is understood and used to move cases forward