

MASTER LIST OF TASKS AND STANDARDS

3111302 FRAUD INVESTIGATOR II

TITLE CODE NUMBER: 3111302

**TASK
NO: TASKS**

- 1 Prepares/completes daily/weekly/monthly activity sheets/schedules, specifying/entering data of case specific information/work performed/schedules/time spent, by making entries on a daily basis/totaling the information/following a standard format, to provide/document a record of activities.
 - * Data/information are relevant and pertinent to work performed
 - * Entries/totals are accurate, legible, and complete
 - * Activities listed are consistent 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
 - Reports/summaries are completed/ submitted within
 - * prescribed deadlines.

- 3 Prepares/creates files of active cases/ investigations/other folders, by assembling/collating documents/forms/other pertinent materials 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 is included
 - * Case records are stored appropriately to maintain confidentiality and integrity
 - * Folders are prepared within prescribed deadlines

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- 4 Attends/participates in supervisory, one-on-one case conference sessions as requested/specified, to consult with/update supervisor on status of cases/reassign/reassess priority order of active cases/change course of action from original work plan.
- * Attends sessions when scheduled
 - Implements supervisory recommendations to original
 - * work plan/case recommendations/
determinations/outcome of case
 - * Provides supervisor with information when requested
- 5 Assists with the supervisory functions including, assuming full supervisory responsibility during the absence of the supervisor, and on an ongoing basis, provides one to one training to new investigators/investigators that are reassigned or returning from long-term leaves.
- * Assistance to Supervisor is reliable, efficient, and effective
 - * Work schedules/assignments are appropriate and equitable
 - * Reviews work promptly and the feedback provided is pertinent and relevant
 - * Training secured based on operational/staff needs, proficiency, and overall changes/updates
- 6 Conducts training sessions/workshops, on fraud detection/prevention/investigative techniques/related subjects, for staff/others, by presenting information using activities/experiences/audio-visual/other aids, following training designs/lessons plans/notes, encouraging discussion/participation/eliciting/answering questions, to achieve training objectives/increase employees' area of competence/knowledge of subject.
- * Presentation of content is clear, orderly, and accurate and delivered within time allotted
 - * Participation by trainees is actively encouraged
 - * Training results in increased areas of competence
 - * Training objectives are met

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- 7 Investigates complex/difficult/highly specialized cases, involving participants/applicants/providers/ others, in the illegal/fraudulent/misappropriation of social service benefit funds, by reviewing case records/complaints/interviewing perpetrators/collateral persons/witnesses/correspondence/clearances/conducting field visits/surveillances, to gather evidence substantiating claims/allegations/ determine case ineligibility/recommend case closings for the restitution of funds.
- * All complaints/sources/leads are vigorously pursued
 - * Correspondence/clearances are appropriate/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
- 8 Receives/reviews case referrals from the District Attorney/Inspector General/others, of participants whose income/ financial situation/status has changed significantly, by auditing/recalculating/evaluating current benefits provided using standard formulas/tables/budgeting guidelines/forms, to uncover/determine/report financial assistance amount/amount to be recovered/recouped from participant.
- * Income inconsistencies/changes are quickly identified
 - * Review is thorough, complete and follows established guidelines
 - Calculations/computations are accurate and
 - * submitted to referring agent within prescribed deadlines
- 9 Receives/reviews/records/refers extremely sensitive/involved complaints, to supervisors/governmental officials/other law enforcement agencies/from anonymous individuals, made over the phone/in person/by correspondence, by asking/clarifying questions, gathering factual information necessary to determine whether further investigations is warranted.

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- * Accurately records complaint/information presented
 - * Appropriate clarifying questions are asked
 - * Responds to caller/complainant courteously and tactfully
 - * Refers complainant/caller to supervisor/ investigations unit/others, diligently and timely
- 10 Interviews participants who are under care, under application/providers who are under investigation, examining information presented/invalidating fraudulent documents/gathering evidence/obtaining necessary information/statement, to prepare record for field visit/referral/investigation.
- * Interviewer is respectful, courteous, and professional
 - * Confidentiality is maintained at all times
 - * Suspect or blatant violations/violators are immediately flagged for further investigation
- Interviews/investigations are thorough/follow
- * established guidelines/are completed within prescribed deadlines
- 11 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 visit follows strict/approved time schedule and interview is conducted in a respectful manner
 - * Information obtained during visit is appropriately secured, recorded and kept confidential at all times
- Notifications are left for applicants/
- * participants/collateral contacts/others, who are not at home/not available at the time of the scheduled visit
- Case prep/review/
- * interview/ investigations are thorough/follow established guidelines/completed within prescribed deadlines

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- 12 Negotiates repayment agreement on specific payback amounts with debtors/defense attorneys/ other interested parties, by obtaining legally endorsed forms/affidavits detailing terms of agreement/including repayment amount/payback schedule/referring delinquent or uncooperative debtor for legal action, securing restitution of funds for overpayments/money owed to the Agency.
- * Terms agreed to are realistic and do not pose undue hardship on the debtor
 - * Referrals for legal action are consistently made
 - * Legal forms/affidavits are prepared accurately and conform to legal standards
- Agreements/forms/
* affidavits are prepared and submitted within prescribed deadlines
- 13 When called upon, advocates/liaises/ serves as point person/testifies in court/other legal proceedings/files legal actions/responds to inquiries from 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/work relationships with external agents
 - * Retrieves/details information accurately and appropriately
 - * Represents handles self professional and is dressed appropriately
 - * Is punctual for scheduled appointments/appearances
- 14 Represents the unit/division at a federal, state, or local investigatory/law enforcement agency, working at this locating on a full-time basis, supporting/actively participating in joint/cooperative investigations/tactical operational team, to pursue criminal prosecutions.
- * Participates/ensures active involvement in all investigations from inception to conclusion
 - * Investigation/case information are based on and adequately reflect direction/instruction/leads
 - * Participation facilitates/promotes successful outcomes

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- 15 Gather information and evidence through the use of electronic data/information/Medicaid/other system/research/lead generation/charting and organizing tools/system and search engines/social media to generate new/investigate assigned Medicaid provider/person of interest/recipient targets and cases.
- Effectively uses all available systems and tools to self
 - * -generate data, evidence and leads to move cases forward.
 - Conducts relevant queries in the Medicaid/other data
 - * warehouse to identify questionable Medicaid/other claims and improper provider practices.
 - Fully utilizes internal and external resources to obtain
 - * complex data analysis and other assistance when needed to complete case work.
 - * Conducts research when necessary to fully understand data/information obtained.
 - * Adheres to all Confidentiality and Social Media Use Policies.
- 16 With minimal guidance from supervisor, investigates mixed case load of Medicaid/and or other providers/persons of interest/recipients in team/collaborative environment.
- * Manages time effectively to ensure all milestones and cases completion goals are met.
 - * Assigned cases are actively pursued to final disposition.
 - Case notes, summaries and reports are well written
 - * and persuasively present evidence and information obtained. Progress on all assigned cases is demonstrable.
 - * Collaboration with colleagues and external partners is professional and proactive.

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- 17 With minimal guidance from supervisor, conducts entity research /due diligence using Medicaid and non-Medicaid sources to identify all owners/affiliates/recipients/others connected to allegations/schemes. Reviews/research Medicaid rules/regulations/guidance to identify program requirements for providers/owners/affiliates and failures to meet such requirements.
- * Ownerships, 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 Intel/cooperation is secured
- Relevance of information and evidence obtained is
- * understood and used to move cases forward with minimal prompting from supervisor.
- 18 Gather information and evidence through the use of electronic data/information/Medicaid /other systems/research/lead generation/charting and organizing tools/systems and search engines/social media to generate new /investigate assigned Medicaid provider/person of interest/recipients targets and cases.
- Effectively uses all available systems and tolls to self-
- * generate data, evidence and leads to move cases forward.
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