

# Conducting Investigations

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



This is a 6 month course. Work online at your own pace with no scheduled classes to attend. This course is preapproved for 18 Continuing Education Units with AHIMA & AIHC.

### Sponsored by the American Institute of Healthcare Compliance (AIHC)

AIHC is a nonprofit 501(c)(3) organization and an internationally recognized leader in healthcare compliance training and certification. Our mission is to provide education, certification, and continuing education to healthcare administrators at a reasonable cost through our classroom and web-based training programs. Our goal is to improve the competency of medical facility management in an increasingly complex regulatory environment. We seek to promote the increased quality of administrative healthcare systems in the United States by building an international network of credentialed healthcare professionals.

### Online, eLearn Training: The Basics

eLearn training courses are online instructor assisted programs. There are no scheduled classes to attend, so you can work at your own pace. You are able to access your course information 24 hours a day, 7 days a week, by logging into the AIHC website. Your course instructor will be available to communicate by phone and e-mail to assist you throughout your training program.

### Course Prerequisites

This course is designed for experienced Healthcare Administrators and Executives involved in the auditing of business systems, processes, compliance, documentation, and records.

### 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.



#### 18 CEUs

This program has been approved for 18 continuing education units for use in fulfilling the continuing education requirements of the American Health Information Management Association (AHIMA). Granting prior approval from AHIMA does not constitute endorsement of the program content or its program sponsor.

**Core Content Hours Approved:** Performance Improvement, 18 Hours



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## Included in the Course Tuition

- An Online Course Manager is assigned to each professional enrolling in the program to provide professional guidance, technical website support, and assistance throughout the learning experience.
- Training materials and access to the online course page are provided.
- Two Textbooks:
  - Internal Forensic Auditing Reference Guide eBook
  - Investigative Interviewing
- Homework, quizzes, and downloadable information can all be accessed through the online course page.
- AIHC Membership is provided for one (1) year *for first time members only*.
- One attempt at the optional certification exam is included in the course tuition provided the exam is taken within three (3) months of completing the program.

## 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 six (6) months of your enrollment date. Your course enrollment begins when the AIHC Office receives your course tuition payment.

## Course Learning Objectives

Quizzes and homework assignments are included throughout the training.

### Introduction to Forensic Auditing in Health Care

With Readings from the Internal Forensic Auditing Reference Guide eBook

- 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

With Readings from the Internal Forensic Auditing Reference Guide eBook

- 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

### Planning the Investigation

With Readings from the Internal Forensic Auditing Reference Guide eBook

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



## *Course Learning Objectives, continued*

### **Gathering Audit Evidence**

With Readings from the Internal Forensic Auditing Reference Guide eBook

- 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

### **Gathering Evidence Through Interviews – Understanding the Interviewing Process**

With Readings from the Investigative Interviewing Textbook

- The Interview Process – Preliminary Considerations
- Fine-Tuning Your Approach

### **Gathering Evidence Through Interviews – The Process**

With Readings from the Investigative Interviewing Textbook

- Interview the Reporter
- Interview the Subject
- How to Spot Liars at Work

### **Gathering Evidence Through Interviews – Credibility and Detecting Deception**

With Readings from the Investigative Interviewing Textbook

- Assessing Credibility
- Detecting Lies and Deception
- Interview Memos and Documentation

### **Analyzing Data & Reporting Findings**

With Readings from the Internal Forensic Auditing Reference Guide eBook

- Avoiding Bias, Analyzing Issues and Objective Report Writing
- Burden of Proof
- Recommended Basic Report Structure
- Writing the Report
- Complex Report Models
- Dissemination of Information and Security of Communications

### **Testimonials from Professionals Who Have Taken This Course**

“I recently completed the online Internal Forensic Auditor course (CIFHA) and passed the certification exam. The reason I wanted to obtain this certification was to seek a higher-level auditing position. The CIFHA certification combined with my Certified Healthcare Auditor (CHA) credential has brought even higher level job offers than with CHA alone. CIFHA is an outstanding course and I highly recommend taking it with CHA. You will gain advanced knowledge and a stronger understanding of auditing: mining deeper into qualitative (people) as well as quantitative (data) investigations and concluding with verifiable, reproducible and meaningful results.”

❖ Carl – May 2018



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## *Testimonials from Professionals Who Have Taken This Course, continued*

“Every organization faces the risk of financial loss due to fraud. In fact, fraud and corruption are annually costing corporations and government approximately 5% of revenue. One of the best measures that any organization can take to mitigate the loss associated with fraud is to provide employees with the skills and techniques needed to detect and prevent it. The CIFA certification course is a specialized training course teaching auditors the necessary skills to identify weaknesses in the controls designed to safeguard assets. This course will prepare attendees to participate and lead the investigative process while maintaining the legal basis to support criminal investigators, legal staff or other enforcement officials. I took this course and became certified to boost my current skills set as a Compliance Officer.”

❖ Gabriella – August 2018

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“This is my second certification (CMDP and CHIFA) course through the Institute and the knowledge that I have acquired motivates me to keep learning. The instructor support and customer service with ALL in the organization is just a couple of examples of how it should be done! I am very impressed with the professionalism! Definitely will use again and again and again. I highly recommended the programs to many of my colleagues. I completed the online Internal Forensic Auditor course (CIFA) and passed the certification exam. I wanted to obtain this certification to seek a higher-level auditing position in Compliance. The CIFA certification combined with my other coding/auditing and nursing credentials has brought a higher level of regulation knowledge and understanding of investigations. AIHC’s CIFA course really enlightened me to the truly advanced nature of forensic auditing.”

❖ Melody – August 2018

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“I am a Certified Healthcare Auditor (CHA) and an Officer of Healthcare Compliance (OHCC) and this course is a wealth of knowledge. With medical identity theft, embezzlement, and white collar crime on the rise, medical practices are at a huge risk today. Did you know there are not just white collar crimes but blue, red, and even pink collar crimes as well? I had never heard of anything but blue collar crimes before this course. If you are a compliance officer, healthcare auditor, or practice administrator, this course will provide you with step by step instruction on how to conduct an Internal Forensic Investigation. I urge you to take this course. It is amazing the information you will take away from this program.”

❖ Karen – September 2018

### **Optional Certification Exam**

Experienced Healthcare Auditors will have the option to certify as a Certified Internal Forensic Healthcare Auditor (CIFA<sup>SM</sup>) after successful completion of the Conducting Investigations Training Program. 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. **Remember:** 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.

### **Maintaining Your CIFA Credential**

Once you are certified, you need to maintain your credential by earning six (6) CEUs annually.



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**Full Course Tuition: \$1,250**

**AIHC Member Tuition: \$895**

## How to Register for this Course

### Register Online:

**Non-Members:** Register online using the [Course Registration and New AIHC Membership Form](#).

**AIHC Members:** Register through the [AIHC Member Store](#) to obtain the discounted member pricing.

**Register Multiple People:** We offer multiple student discounts if you have more than three people at your organization seeking to enroll in this training program. Please [Contact Us](#) for more information.

**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.

## Payment Options

We accept registration payment via credit card or corporate check. You are able to submit your payment information online, by mail, or via fax.



## Refund Policy

Refunds are not available. However, you may opt to request a credit voucher. For our eLearn courses, you have five (5) business days from your date of payment to notify us that you would like to request a credit voucher. If you have accessed the online course information, no credit voucher is available. View the [AIHC Refund Policy](#) for more details.



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**Conducting Investigations Online Training Program**  
 Hard Copy Registration Form *(Please submit one form per person)*

<b>Enrollment Date:</b>  <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>Tuition (Check the Appropriate Box):</b> <input type="checkbox"/> Full Tuition: \$1,250.00 <input type="checkbox"/> Coupon Code: _____ <i>if applicable</i> <b>Are You Already an AIHC Member?</b> <input type="checkbox"/> AIHC Member Tuition: \$895.00 <input type="checkbox"/> Coupon Code: _____ <i>if applicable</i> <b>I intend to take the online certification exam after completing this program:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Highest Level of Education:</b> <input type="checkbox"/> High School <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Associate Degree <input type="checkbox"/> Masters Degree or Higher <input type="checkbox"/> Diploma Program <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> <p align="center"> <input type="checkbox"/> MasterCard    <input type="checkbox"/> VISA    <input type="checkbox"/> Discover         </p> <p>Amount Approved on this Credit Card: \$ _____</p> <p>Card Number: _____</p> <p>Security Code: _____                      Expiration Date: _____</p> <p>Billing Address for this Card: _____</p> <p>Name As It Appears on this Card: _____</p> <p>Authorized Signature &amp; Date: _____</p> <p align="center"> <b>Paying by corporate check? Amount Due: \$ _____</b>  <b>Please Make Checks Payable to: AIHC</b>    <b>AIHC Mailing Address: 5000 Gateway Drive, Suite 202, Medina, Ohio 44256</b>  <b>AIHC Fax Number: (330) 952-0716</b>    <b>How did you hear about us?</b>  <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>	

