



California Investigative Academy

InfoPak

SIU Services & Fee Structure





Thank you for your interest in the California Investigative Academy. This document is intended to inform you about the Academy, our consulting services, and our publications. If you have additional questions upon completion of your review of the materials, please feel free to contact us at any time. Contact information can be found in the footer of this page and on the "Contact" page of our website, at www.cia-online.org.

About Us

The California Investigative Academy is a California Department of Insurance (CDI) approved continuing education (CE) provider, established in 1994. We provide anti-fraud training and consulting services to the insurance and healthcare industries. Our training has been approved for MCLE credits on an ad hoc basis by the California State Bar Association.

We are a virtual company comprised of instructors/professionals throughout the industry connected electronically. Our training staff and consultants are industry professionals from the public and private sectors, including the law enforcement, investigative, insurance, healthcare and legal communities across Southern California and beyond.

We have provided training, publications or consulting services to virtually every major insurance carrier in California, as well as governmental agencies and law enforcement personnel from municipal, state and federal agencies. A listing of companies/agencies to whom we have provided training are listed on our web site, at www.cia-online.org.

Our teaching staff includes industry professionals who are currently serving, or have served, on the Board of Directors of the Southern California Fraud Investigators' Association, the Board of Governors of the National Health Care Anti-fraud Association, the CDI Workers' Compensation Advisory Board, the Industry Collaboration Effort (ICE) Fraud & Abuse Training Task Force, and numerous other industry organizations and professional associations. Each member of our training staff is a professional currently active within the industry.

Consulting Services

Our consulting services include, but are not limited to, the development/implementation of:

- ◆ Development/Implementation of State/federal anti-fraud compliance programs
- ◆ Development/implementation of Internal corporate training programs
- ◆ Development of Internal corporate training manuals
- ◆ Development of written policies & procedures manual

Development/Implementation of Formal Anti-Fraud Program or SIU



Whether your anti-fraud compliance program or SIU requires only updating, or whether you may require development and implementation of a new or completely different compliance program with state of the art investigative protocols, detailed policies & procedures and an on-going training program, our staff can provide as much or as little as you require.

If you prefer to outsource your compliance program or SIU function, our investigative affiliate, Eric Tackett & Associates is well qualified to serve as your designated SIU (CIC) or anti-fraud plan manager under the provisions of the California Insurance Code SIU Statutes or the California Health & Safety Code, Section 1348.

Internal Training Programs

Our consulting services include development and implementation of an individual customized training presentations or entire training programs. Existing training presentations and programs are available and described separately. Customized training can be created in several formats, including:

- ◆ **PowerPoint presentations**
- ◆ **Digital training formats (computer based training)**
- ◆ **Written training manuals**



Our staff includes training professionals experienced in instructional development and design. Our training development services include the development of training in a variety of formats, including but not limited to those formats listed above.

At your direction, we will develop a single training presentation on a specific topic, or a complete training program covering an entire range of training topics and levels of training, including "training the trainer" sessions for programs you intend to present from within. Internal presentations are "branded" to your specifications.

Course Content/Source Materials:

The source materials for your custom training program is typically supplied by the client, as you know best what information you want your trainees to receive. However, if the training you desire closely matches training we already have, we can provide the source materials for course content and modify according to your needs.

Our areas of expertise for which we already have considerable source materials include anti-fraud compliance and investigations, human resource/corporate investigations and corporate safety training. A list of training topics is attached.

We can also conduct whatever research is necessary to locate and develop presentation/course content for virtually any topic. We can do as much or as little as you wish, or as the budget permits.

We can develop graphic themes for PowerPoint presentations, and/or you may provide us with the graphic content necessary to meet any theme or branding requirements you may have. We're happy to work with your branding department to create the desired look and feel for any graphic presentations and/or printed materials.

If you prefer to outsource your anti-fraud and/or corporate safety training, please request our InfoPak on our training services.

Written Policies & Procedures



Whether you are implementing a corporate compliance program, or simply seeking to establish uniform protocols for your anti-fraud unit, our list of associates includes specialists in developing written policies & procedures (P&P).

If you have an existing format for your P&Ps, we can match your format exactly. If not, we can create a format that suits your needs and/or corporate "theme" and provide you with extremely detailed and highly effective P&Ps that will provide significant assistance in creating anti-fraud protocols that are both comprehensive and uniform throughout your organization.

Written Instructional Manuals

If you require written instruction manuals to supplement your P&Ps and/or your comprehensive training program, you can choose from a number of anti-fraud titles published by and already available from the California Investigative Academy, or you can commission the production of training manuals made to your specifications, branded to meet your corporate requirements.

The published training produced by our technical writers are well respected and currently in use throughout the insurance, healthcare and law enforcement anti-fraud communities.

For a listing of those anti-fraud training manuals and other published works already available from the Academy, see the attached publications list.



Fees/Costs:

Our rate for all of our consulting services is currently seventy-five dollars (\$75.00) per hour, plus expenses as may be reasonable or necessary to complete the assignment authorized.

Project parameters will be established prior to commencement of activities to include a rough estimate of projected costs. A retainer of 25% of the total projected project cost is submitted with a signed Consulting Agreement prior to commencement of the project. Another 25% of total project cost will be submitted upon completion of approximately 50% of the project and another 25% upon completion of approximately 75% of the project. The final 25% of the total project cost is due and payable upon submission of the final work product.

Published Materials




The Academy publishes a variety of training manuals and self-directed courses of training, such as the renowned "Medical Audit Investigation Manual" and "Investigating Staged Traffic Accidents". In addition, we stock a number of related reference materials from other publishers, such as the "Guidebook to the Laws Governing the Practice of Medicine" and other related texts. Detailed descriptions of the published materials available through the Academy can be viewed on our website at www.cia-online.org. Go to the "Publications" page. A listing of our currently available anti-fraud publications and price list is attached to this "InfoPak."

You can purchase any of our currently available training publications individually at the posted retail price at any time or you can purchase discounted publications in quantity. For current price break information contact one of our representatives today.

Next Steps:

Upon review of these informational documents, if you would like to discuss your specific needs and/or order any of our products/services for your organization, please feel free to contact us by phone, fax or U.S. Mail or email. One of our consultants will discuss your specific needs and work out all the details of your request/project.



Once all the details are worked out and agreed upon, we will draft and forward to a copy of our Service Agreement. Upon receipt of signed copies of the services agreement and advance fees or source materials for course content if any, work will commence and you will be apprised of progress on a periodic basis.

You can reach us in the following ways:

Online:

www.cia-online.org

By Email:

training@cia-online.org

By Phone:

714-963-9762

By Fax:

714-963-9752

By U.S. Mail

California Investigative Academy
18627 Brookhurst Street #191
Fountain Valley, CA 92708

Contact us today to discuss your training or consulting needs.



Publications List

TEXT BOOKS/TRAINING MANUALS

Investigative Medical Audits, 2nd Edition

Considered the "Bible" on investigative medical audit investigations, this how-to manual provides detailed instructions for identifying suspect claims and conducting a comprehensive medical audit investigation. The information in this manual has saved insurance carriers well into the millions of dollars. 8.5" x 11" comb bound. \$29.95

Investigating Staged Traffic Accidents

This manual provides advanced and abbreviated investigative protocols for identifying staged and set up accidents, the evaluation and interpretation of vehicle damage patterns, dealing with claimant attorneys and conducting comprehensive claimant interviews. These investigative protocols, when used in conjunction with the investigative medical audit, provide the basis for investigations virtually guaranteed to reduce exposure to suspect claims. 8.5" x 11" comb bound- \$29.95

Investigating Workers Compensation Fraud

Developed by a member of the CA Department of Insurance (CDI) Workers' Compensation Advisory Board Training Work Group, this text details the nature and scope of workers' comp fraud in California, the most effective investigative protocols for identifying and documenting fraud, requirements and procedures for reporting suspected fraudulent claims to the CDI, and what may be the best fraud fighting tool we have - California's false claims statute. 8.5" x 11" comb bound- \$29.95

Investigators' Guide to Understanding Chiropractic Law

One of the largest sources of loss to suspect and false claims in the insurance/healthcare industry originates in the chiropractic community. The key to defending against in these cases is understanding the confusing morass of statutes regulating the practice of chiropractic in California, including the CA Chiropractic Initiative Act of 1922, the CA Business & Professions Code, CA Code of Regulations, the CA Corporations Code and the Crees decision. This text provides a significant assistance in understanding these. Comb bound \$29.95.

CPT 101: Exposing Billing Code Manipulation and Fraud

Take the fear out of confronting billing documents! Understand the various schemes in use for the manipulation, abuse and outright fraud in medical and chiropractic billings. 8.5" x 11" comb bound edition or on CD for \$29.95

Laws Relating to the Practice of Medicine, etc.

This text, published by the State of California Department of Consumer Affairs includes over 435 pages of laws relating to the practice of almost all medical professionals under the control of the Medical Board, including medical doctors, medical assistants, podiatrists, psychoanalysts, occupational therapists and others. Excerpted works include the B&P Code, Corporations Code, Government Code, Health & Safety Code, and others. 9" x 6" softcover- \$25.95

Regulations Relating to the Practice of Medicine, etc.

This text, also published by the Department of Consumer Affairs provides all the pertinent regulations governing those health care professionals listed above, as well as physician assistants, physical therapists and acupuncturists. These regulations are found in Title 16 of the California Code of Regulations, not included in the above listed statutes. No serious medical audit investigator should be without these books. 9" x 6" softcover, 334 pages. \$27.95

Guidebook to Laws Governing Practice of Medicine

This work, in its fifth edition is published by the California Medical Board and provides an easy to understand reference designed to explain in simple terms those statutes found in the laws relating to the practice of medicine by physicians and surgeons. If reading statute is not your bag, this can be of help. 9"x 6" softcover, 58 pages- \$15.95

SELF STUDY COURSES

The Academy offers self-paced, modular self-study courses in the following subject areas. These courses are patterned after the full length, hands-on, attendance school courses that virtually guarantee competent investigators in the particular areas of study upon completion. Each course includes a series of in depth study modules with step-by-step instructions on completing study assignments, academic assignments, and field assignments. Progress is instructor monitored. Certificate of training is issued upon successful completion.

Investigative Medical Audits

This course includes the *Investigative Medical Audit* manual and all four of the texts listed above containing the healing arts statutes and regulations. \$250.00. \$199.95 without the healing arts statute texts.

Investigating Staged Traffic Accidents

This course includes the *Investigating Staged Traffic Accident* manual, all training modules, binder and instructor monitoring. \$199.95

Investigating Workers Compensation Fraud

This course includes the *textbook Investigating Workers Compensation Fraud*, training modules, binder and instructor monitoring. \$199.95

PERIODICALS AND OTHER PUBLICATIONS

Investigative Journal

A timely training newsletter providing cutting edge articles on investigative protocols and the tools you need to get the job done. Published quarterly. Available in 1 year subscriptions for \$19.95.

California SIU Regulations

5.5" x 8".5" booklet- \$5.95

For more information, visit www.cia-online.org



SIU Training Publications Price List

Training Manuals

CPT 101 - Understanding Billing Fraud & Manipulation.....	\$ 29.95
Investigating Healthcare Fraud	\$ 29.95
Investigative Medical Audits (2 nd Edition)	\$ 29.95
Investigating Staged Traffic Accidents	\$ 29.95
Investigating Workers' Compensation Fraud	\$ 29.95
Investigators' Guide to Understanding Chiropractic Law	\$ 29.95

Self-Directed Courses of Training

Investigating Healthcare Fraud	\$199/250†
Investigative Medical Audits	\$199/250†
Investigating Staged Traffic Accidents	\$199.00
Investigating Workers' Compensation Fraud	\$199.00

Other Publishers' Works Distributed by the California Investigative Academy

California SIU Regulations*	\$ 5.95
Laws Relating to the Practice of Medicine**	\$ 25.95
Regulations Relating to the Practice of Medicine**	\$ 27.95
Guidebook to the Practice of Medicine**	\$ 15.95
Laws Regulating the Practice of Chiropractic*+	\$ 19.95

On-Line Web Based Training (WBT)

Single User, Single Session Costs			
Per Module	\$75	(single-module courses)	
Per Module	\$25	(multiple-module courses)	
Per Course	\$200	(multiple-module courses)	
Annual Subscriptions	Paid Monthly	Paid Quarterly	Paid Annually
Up to 5 Users	-	-	\$350 for all 5
Up to 10 Users	-	-	\$600 for all 10
Up to 50 Users	\$50 per user per year	Less 10%	Less 20%
51-100 Users	\$40 per user per year	Less 10%	Less 20%
More than 100 Users	\$30 per user per year	Less 10%	Less 20%

*State Statutes reprinted by the California Investigative Academy

**Published by and also available from the Medical Board of California

*+Published by and also available from the California Board of Chiropractic Examiners

†\$199 without medical/chiropractic regulations/\$250 with medical/chiropractic regulations

Ordering Instructions

You can order any of our publications on-line, or by phone, fax, or mail.

On-Line:

Order on-line at www.cia-online.org. Order forms/instructions are available on both the "Training" "Publications" pages.

By Phone:

Call our 24-hour order line at 714-963-9762. Have the information requested on the order form ready when you call. Provide the information requested, including the title and quantity you wish to order. Be sure to speak clearly. Include your credit card number, expiration date and name of the cardholder as it appears on the card.

By Fax:

Simply print out and complete the order form below and fax it to (714) 963-9752. Our fax order line is also available 24 hours.

By Mail:

Using the order form on this page, complete a printed copy of the form and send it to:

California Investigative Academy
 18627 Brookhurst Street, #191
 Fountain Valley, CA 92708

That's all there is to it. All orders ship within 48 hours for any item in stock. Back order items will be shipped when available, or credited after 30 days or upon request. Sorry, no C.O.D. orders.

Order Form			
Company:			
Contact Name:		Title:	
Street Address:			Suite #:
City:		State:	Zip:
Phone:		Fax:	
Quantity	Title	Cost (ea.)	Amount
		Sub Total	
		Shipping (10%)	
		Sales Tax (8.9%)	
		Total	
VISA/MASTERCARD INFORMATION			

Card No:

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 Expires: _____

Authorized Signature: _____ Date: _____



Available Anti-Fraud Training

The following is a list of anti-fraud training currently available from the California Investigative Academy. Some of those courses listed are comprised of multiple modular units of about one hour per module. Others are single module sessions, which may run from one to four hours.

- Introduction to Healthcare Fraud
- Introduction to Managed Care Fraud
- Introduction to the Anti-Fraud Mandate (DMHC)
- Introduction to the SIU Mandate (CDI)
- Medical Audit/Provider Fraud Investigations
- Investigating Life Claim Fraud
- Introduction to and Investigating Dental Fraud
- Investigating Staged Auto Accidents
- Introduction to and Investigating Workers' Compensation Fraud
- Investigating Property Fraud
- The Property/Casualty - Healthcare Fraud Connection
- CPT 101 - Understanding Billing Fraud & Manipulation
- Investigators' Guide to Understanding Chiropractic Law
- Investigating Auto Theft/Arson Claims
- Using the Internet as an Investigative Resource
- One-Minute Fraud Expert - Identifying Suspect Personal Injury Claims in One Minute or less From the Medical Specials Alone
- Conducting Effective Investigative Interviews

Outlines are available for each session listed. If you would like to review the training outline for any particular topic, contact us at the following:

On-Line:

www.cia-online.org/contact

By Email:

training@cia-online.org

By Phone:

714-963-9762

By Fax:

714-963-9752



Available Corporate Safety Training

The following is list of corporate safety training currently available from the California Investigative Academy. Some of those courses listed are comprised of multiple modular units of about one hour per module. Others are single module sessions, which may run from one to four hours.

- Accident Investigation
- Back Safety
- Bloodborne Pathogens
- Compressed Gases
- Confined Spaces
- Cranes & Slings
- Electrical Safety
- Ergonomics
- Fall Protection
- Fire & Emergency Response
- Forklift Training
- Hazard Communication
- HAZWOPER Awareness Level
- Hearing Conservation
- Job Hazard Analysis
- Lockout Tagout
- Machine Guarding
- New Employee Orientation
- Portable Power Tools
- Process Safety Management
- Respiratory Protection
- Safe Chemical Handling
- Sexual Harassment
- Spill Prevention
- Trenching & Shoring
- Welding, Cutting & Brazing

Outlines are available for each session listed. If you would like to review the training outline for any particular topic, contact us at the following:

On-Line:

www.cia-online.org/contact

By Email:

training@cia-online.org

By Phone:

714-963-9762

By Fax:

714-963-9752



Training Request

Client Information:

Requested By: _____ Bill to: () same: _____
Company: _____ Company: _____
Address: _____ Address: _____
City/State/Zip: _____ City/State/Zip _____
Phone No: _____ Phone No: _____
Fax No: _____ Fax No: _____

Training Requested:

Topic/Description: _____
Length: () Half Day () Full Day () _____ Hours () _____ Days
Location: _____
Approximate Persons in Attendance: _____
Training Date: _____ Start Time: _____ End Time: _____

Consulting Requested

() Develop Corporate Compliance Program () Review/Re-write P&Ps
() Develop Provider Compliance Program () Develop Employee Anti-Fraud Training
() Develop Written Anti-Fraud Program () Develop Provider Anti-Fraud Training
() Develop Written Policies & Procedures (P&Ps) () Develop Written Training Manual
() Other: _____
() Other: _____

Additional Request/Comments:

Client Authorization:

Please submit a proposal for training and/or consulting services based on the information provided above.

Signature of Person Requesting Proposal _____ Date _____