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## NICTA On- Demand Courses

### Arson for Profit

This course on the identification and investigation of Arson for Profit provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim that may involve arson for profit.

### Body Shop Fraud

This course on the identification and investigation of Body Shop fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim involving a vehicle repair where fraud indicators point to potential fraud at the body shop.

### Casualty Insurance Fraud

This course on the identification and investigation of Casualty Fraud in commercial & personal lines provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim involving a casualty claim.

### Catalytic Converter Thefts

This course discusses the national theft problem and why catalytic converters are such a desirable target for thieves. It also covers the legislative response to the thefts and offers possible solutions to the problem.

### Catastrophe Fraud

This course on the identification and investigation of Catastrophe Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim involving a claim after a catastrophe.

### Classic Car Insurance Fraud

This course will show insurance professionals the correct steps to take when investigating a suspicious claim involving a classic car.

### Contractor, Vendor & Provider Fraud

Learn to spot the indicators of Contractor, Vendor and Provider Fraud. Learn the various types of schemes used to defraud the insurance industry.

### Customer Service & Fraud Investigation

The premise of this course is that good customer service must be provided even if fraud is suspected. Therefore, when interacting with an insured (or claimant, or vendor or provider) and fraud is suspected, care must be taken to ensure the insured is treated properly and provided explanations that maintain their satisfaction as a paying customer.

In today's very competitive insurance industry quality customer service is a critical element in whether an insurer retains their customers or whether their customers take their business to a competitor. If an insurer isn't able to retain their valued customers, this impacts profitability.

### Detecting Fraud for Underwriters

This course on the identification and investigation of fraud indicators that might be encountered by an underwriter provides an overview of the indicators of this type of activity and shows the proper steps to take when presented with an insurance application that might be fraudulent.

### Diagnostic Testing Fraud

Learn to spot the indicators of Diagnostic Testing (DT) Fraud. Learn how to determine whether the tests billed within a claim are legitimate expenses or may be fraudulent. Course material includes descriptions of some of the most common DT Fraud schemes and action steps to take during your claim investigation.

### Durable Medical Equipment

This course will put you in the role of an SIU investigator. In cases involving suspected DME fraud, the claims adjuster will typically pass along the claim to an SIU, who then builds a case, either with just this single claim or by reviewing multiple claims that bear similar characteristics.

### Evaluating Medical Bills for Fraud

This introductory course on Evaluating Medical Bills for Fraud provides an overview of how to identify the indicators of this type of activity and shows the proper steps to take when presented bills for medical services that might be fraudulently billed.

### Hit While Parked

This course addresses potential fraud in Hit While Parked automobile claims. Sometimes, individuals will falsely claim that their automobile was hit while parked in order to submit a claim for damage that their insurance policy wouldn't cover if the insured had been driving the vehicle. There are a number of steps that you can take to determine whether a car was likely parked when it sustained the damage that the insured is submitting the claim for.

### Identity Theft & Fraud

This course on the identification of Identity Theft Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim that could include this type of activity.

### Insurance Fraud Basics

This is an excellent course to introduce the problem of insurance fraud to students new to the topic. This course was developed primarily for recent hires and employees new to the problem of insurance fraud, but also has value for employees requiring fraud awareness in multiple lines of business.

### Introduction to Commercial Lines Fraud

This course on the identification and investigation of Commercial Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim involving commercial fraud.

### Introduction to CPT Codes and Medical Billing

This course explains, in layman's terms, the mystical world of Current Procedural Terminology and dives into various types of Medical Billing fraud.

### Introduction to Insurance Fraud Investigation

Learn the basics of investigating a questionable claim. This course interactively leads you through the steps and tools of a fraud investigator.

### Introduction to Telehealth Fraud

This course will cover the basics of telehealth; including the benefits and challenges with this service. Also review telehealth services and insurance, along with the current regulations, and available technologies. Learn practical applications and test your skills through various case studies.

### Investigating Additional Living Expenses Fraud (ALE)

This course on the identification and investigation of Additional Living Expenses fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with various suspected schemes of ALE fraud.

### Investigating Organized Groups

This course on the identification and investigation of Organized Groups of insurance fraud criminals provides an overview of the indicators of group activity and one of the common schemes that Organized Groups perpetrate to defraud insurance carriers.

### Investigating Property Fraud

This course will show insurance professionals the correct steps to take when investigating a suspicious property claim.

### Investigating Questionable Water Claims

This online training course on the investigation of Questionable Water Claims provides an overview of the indicators of potentially fraudulent water claims, information about some of the types of fraudulent water claim schemes and an overview of the investigative steps that will help you determine if a questionable claim warrants payment or if it may be fraudulent.

### Investigating Vehicle Theft Fraud

This course will assist insurance professionals with the correct steps to take when investigating a suspicious vehicle theft claim.

### Listening for Deception in Claims Interviews

This course on Listening for Deception in Claims Interviews (by Phone) provides an overview of the types and techniques of deceptive language that claimants and other parties might use during the interview process.

### Medical Clinic Inspections

This course provides the knowledge to plan, conduct and compare data obtained from a clinic inspection with medical bills.



### Mold Insurance Fraud

This course on the identification and investigation of Mold Insurance Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim involving mold damage. This course is designed to help you understand the ways in which Mold Fraud is committed and identify the best methods for conducting your investigations.

### Mysterious Disappearance

This course addresses potential fraud in Mysterious Disappearance property claims.

### Online Application Fraud

Learn to spot the indicators of Online Application Fraud. Learn various ways applying for insurance over the internet may be used to defraud the insurance industry.

### Pedestrian Staged Accidents

Learn to spot the indicators of Pedestrian Staged Accidents.

### Prescription Drug Fraud

This course on the identification and investigation of Prescription Drug Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim which may involve prescription drug fraud.

### Rate Evasion Fraud

This course on the identification and investigation of Rate Evasion Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim that might involve Rate Evasion Fraud.

### Recorded Statements

This course addresses taking recorded statements during a property and casualty insurance claim investigation. Recorded statements are critical tools for establishing details associated with a claim. As part of the fact gathering process, they help establish the pertinent information (locations, parties involved, injuries, the extent of the loss, etc.), and are often used for comparison to future statements.

### Safety Strategies for Field Investigators

This course is designed to equip all insurance fraud claims personnel who find themselves investigating out in the field with the necessary knowledge and skills to ensure their safety. Topics include risk assessment, mastering personal safety techniques, sharpening your situational awareness, and ensuring you're always prepared for emergencies. Through comprehensive learning materials, you will gain a holistic understanding of the core field safety principles.

### Smoke & Ash Fraud Investigation

This training program will address the investigation of questionable or false smoke and ash damage claims in which there is not any smoke, ash or fire damage to the residence, the residence is not in close proximity to the actual fire, the homeowner does not report the damage or submit the claim or the homeowner receives an unsolicited offer

from a third party to submit a claim/estimate on their behalf.

### Snapshot – Ankle Injuries

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of Ankle Injuries. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Carpal Tunnel Syndrome

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of Carpal Tunnel Syndrome. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Cervical Injuries

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of Cervical Strain (Whiplash). This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – CPT Modifiers

This "snapshot" will give the claims rep or investigator a brief overview to help understand the use of CPT Modifiers. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Diagnostic Testing

An overview for insurance professionals of more than 150 of the most common medical diagnostic tests. This Snapshot is a reference tool for use when encountering these tests and/or test results in medical records/bills and/or in an investigation.

### Snapshot – Lumbar Strain

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of lumbar strain injuries. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Orthopedic Testing

This "snapshot" will give the claims rep or investigator a brief overview to help understand Orthopedic Testing. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Schizophrenia Testing

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of schizophrenia. This information can aid in the detection and investigation of suspicious medical claims.

### Snapshot – Stress

This "snapshot" will give the claims rep or investigator a brief overview of the cause and treatment of Stress. This information can aid in the detection and investigation of suspicious medical claims.

### Staged Auto Accidents

Learn about Staged Auto Accidents. This animated learning module will guide you through the basics of this type of fraud. Learn how to identify questionable automobile accident claims.

### Street Racing & Sports Compact Vehicle Fraud

This course on the identification and investigation of Street Racing and Sport Compact Vehicle Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim that might involve Street Racing and/or Sport Compact Vehicle Fraud.

### Vehicle Glass Fraud

Learn the basics of vehicle glass fraud. This course interactively leads you through the steps and tools of a fraud investigator.

### VIN Decoding

The VIN serves as a vehicle's fingerprint; no two are alike. In this course you will learn the history of vehicle identification numbers, how to decode each section, and how to use ISO ClaimSearch to decode a VIN.

### Workers' Compensation Fraud

Learn how to spot the indicators of Workers Compensation fraud as well as common scams used to bilk undeserved money from this "exclusive remedy" designed to protect the American worker.

### Workers' Compensation Premium Fraud

This course on the identification and investigation of Workers Compensation Premium Fraud provides an overview of the indicators of this type of activity and shows the proper investigative steps to take when presented with a questionable claim that might involve Workers Compensation Premium Fraud.

### Writing Investigative Reports

Investigative reports are important because they provide a step-by-step recap of your investigation and help the company make the appropriate decision regarding a customer claim.

## Virtual Fraud Smart Sessions

### General Courses

#### Application Fraud – Property

This virtual instructor-led course addresses the cost of insurance fraud and explains the levels/elements of proof and describes common fraud schemes. Additional instructions on how underwriters and/or insurance agents can help meet legal requirements, recognize fraud indicators on applications for property insurance, and action steps are explained. This course is suitable for underwriters, agents, and other insurance company personnel.

#### Application Fraud for Underwriting & Insurance Agents

This instructor-led course addresses the cost of insurance fraud and explains the levels and elements of proof and explains five common fraud schemes. Additional instruction on how underwriting and/or insurance agents can help meet legal requirements and recognize fraud indicators and action steps will be explained.

#### Digital Photos (Metadata) & Claims

Metadata is defined as “data about data”. Digital cameras and Smartphones generate metadata. In digital photographs, metadata’s primary role is to capture information at the time the picture is taken. For investigative purposes, metadata can contain date and location, camera, make, model, serial number and owner information. Students will learn to define metadata, list how to access metadata, identify the type of information available in the metadata file, and identify the action steps to investigate questionable metadata.

#### Identity Theft & Insurance Fraud

This virtual instructor-led course provides an overview of insurance fraud and ways to fight the problem. The levels and elements of proof and fraud indicators and action steps are explained. This course is suitable for people who work in claims, underwriting, and other insurance company employees.

#### Internal Fraud

This virtual instructor-led training explains how internal fraud is committed and how to recognize internal fraud. Individuals who might potentially be involved and various system reports used to uncover internal fraud are explained.

#### Introduction to Insurance Fraud

This instructor-led webinar provides an overview of insurance fraud and ways to fight the problem. The levels/elements of proof and fraud indicators and action steps are explained. This course is suitable for people who work in claims, underwriting, and other insurance company personnel.

#### Money Laundering & the Insurance Industry

This virtual instructor-led course defines money laundering and explains its ties to the insurance industry. The difference between fraud and money laundering, and how money laundering schemes are committed, are described. Fraud indicators and action steps will be explained.

## Opportunities for Insurance Fraud from Application to Policy

This virtual instructor-led course explains the process for obtaining insurance. “Voluntary” and “assigned risk” are explained, as well as instructions on how to recognize fraud indicators and action steps. This course is suitable for underwriters and other insurance company personnel.

## Organized Fraud Activity Groups

This instructor-led webinar defines organized fraud groups and the people involved. Different organized groups are identified and instructions on how to recognize fraud indicators and action steps are explained. This course is suitable for people who work in claims, underwriting, and other insurance company personnel.

## Rate Evasion

This virtual instructor-led course explains how rate evasion fraud is committed and explains the difference between resident and non-resident rate evasion. Rate evasion fraud indicators and action steps are explained. This course is suitable for underwriters and other insurance company personnel.

## Property Courses

### Additional Living Expenses (ALE) Fraud

In this virtual instructor-led course we will cover several topics regarding Additional Living Expenses (ALE) expenses and fraud. We will discuss the most common type of claim in which ALE expenses are found. We will also discuss what type of ALE expenses are covered by most insurance policies, the different ALE fraud indicators that may be found in a claim, as well as some of the action steps you can take that will assist in resolving the indicators.

### Arson for Profit

This instructor-led webinar provides an overview on how to identify a questionable fire claim. Patterns of arson claims and classifications of fires will be described. The arson triangle, fraud indicators and action steps will be explained. This webinar is suitable for property claims personnel, people who take first reports, and other insurance company employees.

### Catastrophe Fraud

This instructor-led webinar provides an overview on how to handle routine/unscrupulous catastrophe fraud claims and describes the difference between a routine catastrophe and unscrupulous claim. A suggested action plan after a disaster has occurred is explained. This course is suitable for people who work in claims, underwriting, and other insurance company employees.

### Hail Fraud

This instructor-led course explains how hail is formed, describes the damage that hail can do as well as the indicators of questionable hail claims. This course will cover the actions of unscrupulous roofing contractors and their schemes, and action steps to take when a questionable hail claim is identified.

### Hit While Parked

This virtual instructor-led course provides an overview on ways to recognize the differences between legitimate hit while parked claims and fraudulent hit while parked claims. It will also identify a list of fraud indicators of hit while parked accidents, as well as the action steps to resolve indicators.

## Mysterious Disappearance Claims

This virtual instructor-led training course on mysterious disappearance claims provides an overview on how to identify suspect scheduled property claims. An in-depth definition of what a mysterious disappearance claim will be given. Various fraud scenarios commonly used will be discussed and fraud indicators and the fundamental action steps taken will be explained. This course is intended for insurance Claims Adjusters, Insurance Fraud Investigators and/or Agents.

## Property Fraud

This instructor-led course describes different types of fraudulent property claims. Fraud indicators and action steps will be explained. This course is suitable for people who handle property claims, people who take first reports and other insurance company personnel.

## Skills Training

### Listening Skills Part 1 – Tips for Improving Listening Skills & Controlling Your Listening Environment

This instructor-led course points out the difference between hearing and listening. Various blockers of concentration and many ways one can improve their concentration skills are explained. This course is suitable for people who work in claims, underwriting, and for those responsible for taking first reports.

### Listening Skills Part 2 – Indicators of Untruthfulness & Non-responsive Answers

This instructor-led course discusses specific things to listen for when conducting telephone interviews. Phrases and potential responses that appear deceptive are explained. This course is suitable for people who work in claims, those who take first reports, underwriters, and other insurance company personnel.

## Writing Skills

This virtual instructor-led training course explains what should and should not be written in diary entries and referrals. The difference between active and passive voice as well as various forms of writing to inform versus writing to impress will be explained. This course is suitable for people who work in claims, underwriting or for an insurance agency.

## Medical Courses

### Casualty Fraud

This virtual instructor-led course defines how casualty fraud is synonymous with bodily injury fraud, the participants involved, and the types of schemes used to claim injuries. Types of casualty claims and opportunities for fraud that come with each type of claim are discussed. This course is suitable for people who handle bodily injury claims and those who take first reports.

### CPT Codes

This virtual instructor-led course provides an understanding of the common office visit codes. The program is taught in a manner to sharpen the awareness skills by providing the knowledge and resources to identify and handle suspicious claims in the beginning; helping to stop unwarranted claims payment. After completing the course, students will be able to define various office visit codes, x-ray current procedural treatment codes and list various ways to identify suspicious medical claims.

### Durable Medical Equipment

This instructor-led course defines and describes the primary use of durable medical equipment. The DME cycle, fraud schemes and the cycle will be explained. DME fraud indicators and action steps are explained. This course is suitable for people in claims who deal with medical bills.

### Managing LIST & MIST Claims

This virtual instructor-led course provides an overview of low impact and minor impact soft tissue claims. The ways in which LIST and MIST claims differ from staged accidents and various ways to identify a fraudulent claim are explained. Fraud indicators and action steps are explained. This course is suitable for people who work in claims, and other insurance company personnel.

### Medical & Legal Aspects of BI Claims

This instructor-led course outlines how medical and legal professionals can be involved in fraudulent medical and legal claims. Various roles the professionals play are described and medical fraud indicators and action steps will be identified. This course is suitable for those who work casualty claims.

### Pedestrian Staged Accidents

This virtual instructor-led course on pedestrian staged accidents provides an overview on the fraudulent schemes committed by pedestrians. An overview on why pedestrian accidents are becoming so lucrative for fraud artists will be discussed. Various fraud scenarios common for questionable pedestrian accidents will be covered. Point of impact positioning and the body reaction's after being struck will be discussed. Fraud indicators and action steps will also be discussed. This course is intended for insurance Claims Adjusters and Insurance Fraud Investigators and/or Agents.

### PIP Claims & Insurance Fraud

This virtual instructor-led course provides an overview of personal injury protection claims. Various aspects of PIP and "no fault" claims and the characteristics of a fraudulent claim are described. Fraud indicators and action steps will be explained.

### Prescription Drug Fraud

This virtual instructor-led course covers the impact that the abuse of prescription drugs has on the P&C Industry and describes how insurance fraud is used to fraudulently obtain or dispense prescription drugs. Methods of obtaining prescription drugs through insurance fraud will be described, as well as the elements needed for a successful prescription drug fraud investigation.

### Slip & Fall Claims

This virtual instructor-led course describes various schemes used by dishonest people who commit fraud. Important elements that should be documented and authenticated will also be described. Fraud indicators and action steps will also be explained. This course is suitable for people who handle bodily injury claims.

### Staged Vehicle Accidents

This instructor-led course describes different staged accidents schemes that are committed. The three common staged accidents schemes committed will be demonstrated and fraud indicators and action steps will also be

explained. This webinar is suitable for people who work casualty and no-fault claims, those who take first reports or work for an insurance agency.

## Vehicle Courses

### Auto Physical Damage & Claims

This instructor-led course provides an overview on how to recognize auto physical damage fraud schemes. The three common fraud schemes will be described, and auto physical damage fraud indicators and action steps will be explained. This course is suitable for those who work on physical damage claims, appraisers and people who take first reports.

### Boat Theft & Fraud

This virtual instructor-led course provides an overview on how to identify various types of boats and their terminology. The components of a Hull Identification Number (HIN) will be described and boat theft and fraud indicators and action steps will be explained. This course is suitable for those who work vehicle/motor theft claims, vehicle appraisers, people who take first reports and those who work for an insurance company.

### Direct Repair Body Shop Fraud

This instructor-led course explains how to identify direct repair body shop. General problems when dealing with a body shop that has been suspected of fraud is discussed and fraud indicators and action steps will be explained.

### Identifying Fraudulently Altered and Stolen Vehicles

This instructor-led course describes vehicle fraud and provides an overview on how a person may unknowingly become involved in trafficking, financing or insuring stolen vehicles. Tools used to recognize stolen vehicles, bad loans or a fraudulent insurance policy are described. Various schemes are also explained.

### Motorcycle Theft & Fraud

This virtual instructor-led course focuses on problems related to motorcycle theft and describes ways to identify various types of motorcycle classifications and their major components. Fraud indicators and action steps will be explained. This course is suitable for people who work vehicle theft (motorcycle theft) claims, underwriters and other insurance company personnel.

### Sport Compact Vehicle Fraud

This virtual instructor-led training discusses the growing popularity of sport compact street races. Elements of potential fraud and how it relates to vehicle theft fraud are described. Indicators of illegal street racing and action steps will be explained. This course is suitable for people who work vehicle theft claims, vehicle appraisers, those who take first reports or work for an insurance agency.

### Vehicle Arson Involving Insurance Fraud

This virtual instructor-led course provides an overview of vehicle arson and explains the elements of an arson investigation. Fire is defined and fraud indicators and action steps will be explained. This course is suitable for people who work vehicle claims and appraisers.



## Vehicle Theft & Fraud

This instructor-led course discusses the vehicle theft problem and explains the effects to consumers and the insurance industry. Various reasons why vehicle theft and fraud is committed is explained. The characters of a Vehicle Identification Number (VIN) are described and fraud indicators and action steps will also be explained. This webinar is suitable for people who work vehicle claims and appraisers.

## Commercial Fraud Courses

### Identification of Workers' Compensation Premium Fraud

This virtual instructor-led course provides an overview on how workers' compensation premium fraud is committed and explains workers' compensation premium terminology and the ways in which premium might be manipulated. Fraud indicators and action steps are explained. This course is suitable for people who handle workers' compensation claims, workers' compensation underwriters, and other insurance company personnel. It is recommended that students complete this course prior to *Investigation of Workers' Compensation Premium Fraud*.

### Investigation of Workers' Compensation Premium Fraud

This virtual instructor-led course explains how to investigate questionable worker's compensation claims when premium fraud is suspected. Methods to manipulate premium, premium fraud schemes, fraud indicators and action steps are explained. This course is suitable for people who handle workers' compensation claims, workers' compensation underwriters, and other insurance company personnel. It is recommended that students complete *Investigation of Workers' Compensation Premium Fraud* before taking this course.

### Workers' Compensation Fraud

This virtual instructor-led training demonstrates the basic concepts of workers' compensation fraud. Two general types of workers' compensation fraud and the participants involved will be described. Fraud indicators and action steps will be explained. This course is suitable for people who handle workers' compensation claims and for those who write workers' compensation coverage.