

◀ FRASCO® training

MAXIMIZING RETURNS

Strategies for Boosting Investigation Impact

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Course Agenda

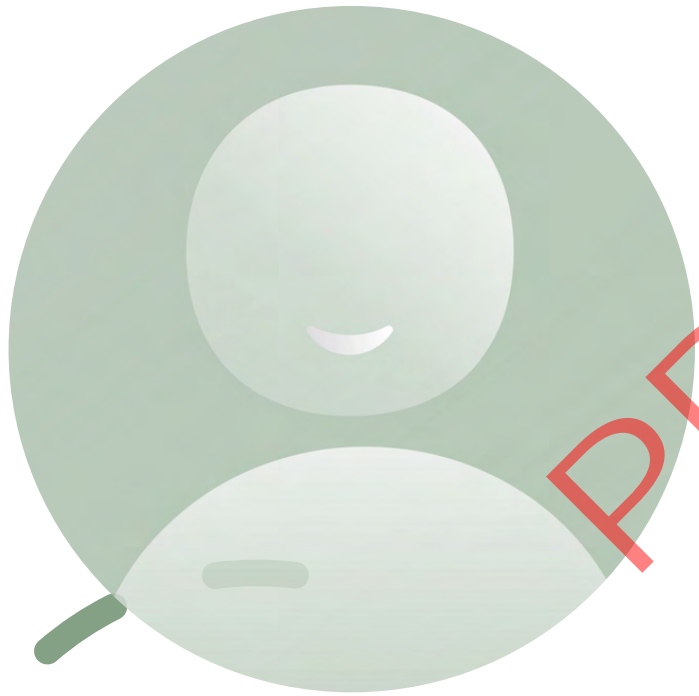
Proactive Investigations

How To Make a Quality Referral

Investigation Coordination

Investigation Strategy

How to Utilize Impactful Results



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Proactive Investigations

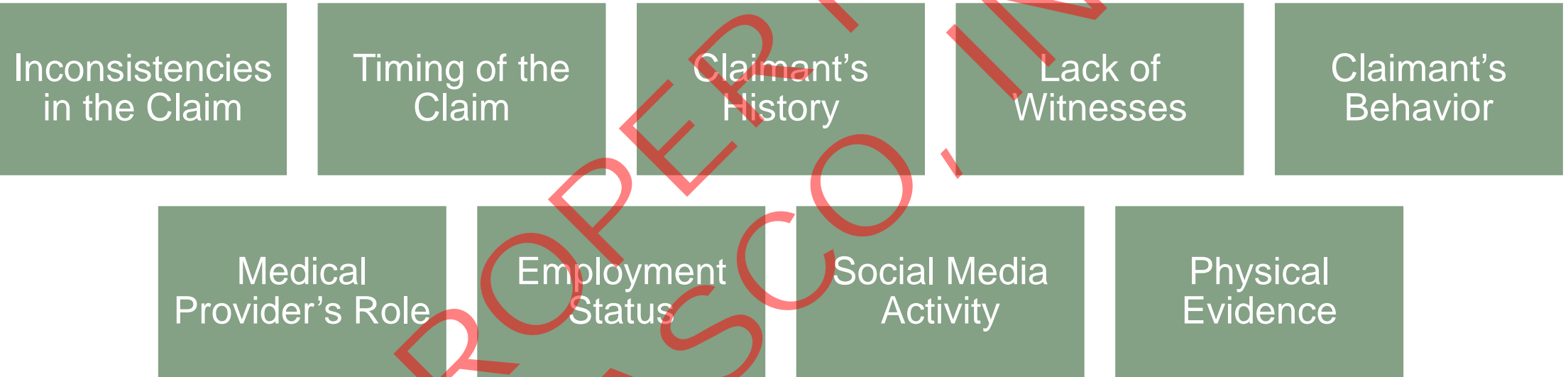
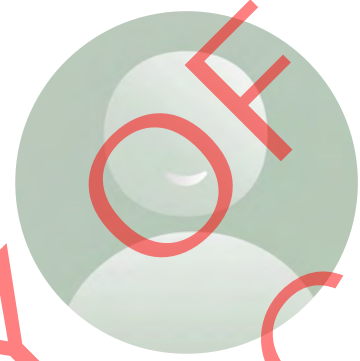
Section 1

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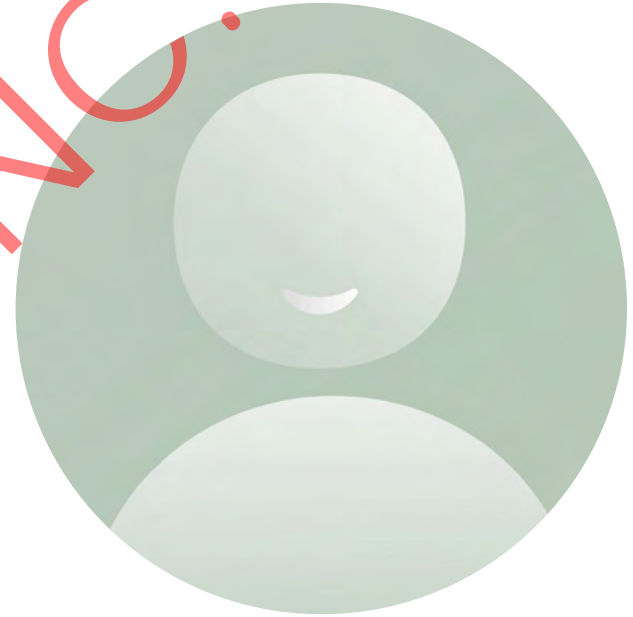


Identifying Red Flags



How to Make a Quality Referral

Section 2



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Take Immediate Red Flag Action



Preventing Fraud



Preserving Evidence



Mitigating Costs



Protecting Legitimate Claimants



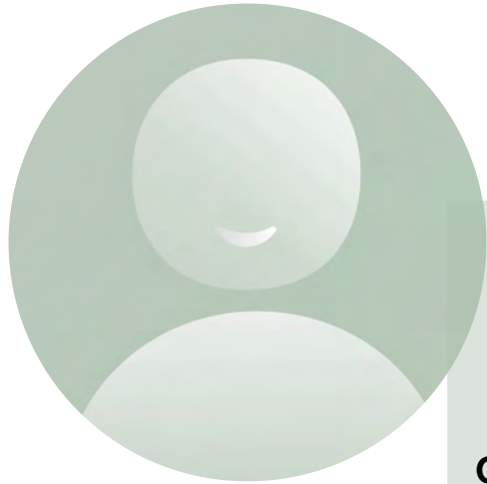
Compliance and Legal Obligations



Building a Strong Case

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Be Strategic in Claims Conversations



1

Get email address (utilize data sources to identify possible info)

2

Get phone numbers

3

Get updated address

4

Get spouse / partner information

5

Ask if they have a preferred nickname

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Get Specific About Physical Limitations

What can't you do that you normally do?

What hobbies are you missing out on?

What chores can't you do?

Are you able to drive?

How does this injury affect your job?

How does this injury affect your family responsibilities?

If something doesn't make sense, ask about it!



Clarify Your Investigation Objective

This is the reason and the driving cause behind investigating a claim further.

- Focus and Direction
- Resource Allocation
- Legal Compliance
- Effective Communication
- Outcome Measurement
- Transparency and Accountability
- Strategic Planning

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Pay Attention to Changes in Conversation



Detecting Deception



Assessing Credibility



Identifying Red Flags (Contradictory Statements, Avoidance Tactics, Emotional Fluctuations)



Preventing Fraud



Building a Strong Case



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It's all in the details



Investigation Coordination

Section 3

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The Power of Communication

A good referral is the foundation for investigation services:

First Report of Injury

List of Red Flags

Defense Attorney name and email address

Employer Investigation report - witnesses report, photos / videos

Current Medical status, modifications, next evaluation date / time / location

Upcoming deposition / hearing / IME dates / locations / time

Employee's name, address, email address, phone number

Reports from other investigation companies



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LACK OF COMMUNICATION



Expert Results

47-Year-Old warehouse worker off work due to right arm / shoulder injury:

Employee has 3 prior arm, neck and back claims with same employer.

Coworker mentions to HR that injured employee loves to watch Arm Wrestling matches.

Employer requests social media investigation.

Full review using injured employee's information including email address.

Results:

- Found employee was a member of multiple Arm-Wrestling groups.
- Out of state article outlining injured employee
- Winning 3rd place in Arm Wrestling Match 1 week prior to claimed injury.
- Employee posted flyer of Arm-Wrestling match on social media. Found him registered to compete that weekend after receiving TTD medical note.

MEDICAL PROVIDER FRAUD





Investigation Strategy

Section 4

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The Number of Surveillance Days



Hours on-site largely impacts desired outcomes



Full days (minimum of 8 hours) are 46% more likely to produce video



Full days result in nearly 9x more video than half days (typically 4 hours)



For one of our top clients, investigative providers get video on 75% on full day cases versus 35% on half-day cases.



With full-day surveillance, you will get the most value out of the investigation and yield the best ROI.



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Connecting Investigators to Key Team Members



**Defense
Attorney**



**Workers'
Compensation**



**Human
Resources**

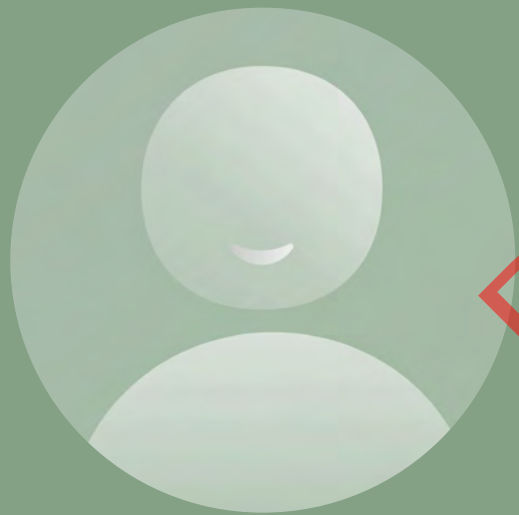


**Safety
Management**



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When and How to Use ROC Surveillance



ROC stands for Remote Observational Camera. Our cameras are discreet and appear to be a fixture in the natural environment.

We make an environmental assessment of the subject's residence to determine if a remote observational camera will be an effective surveillance tool.

Ideal when:

- The presence of an investigator would cause suspicion
- The subject has an established routine
- The subject lives in a rural area
- The subject works in a setting where a remote camera would go unnoticed

Auto Claims





How to Utilize Impactful Results

Section 5

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Impactful Results

58-Year-Old Carpet Cleaning Operations Supervisor:



Claim of multiple body parts from slip and fall.



Utilized cane at all medical appointments



After 4 years, client requested investigation services.

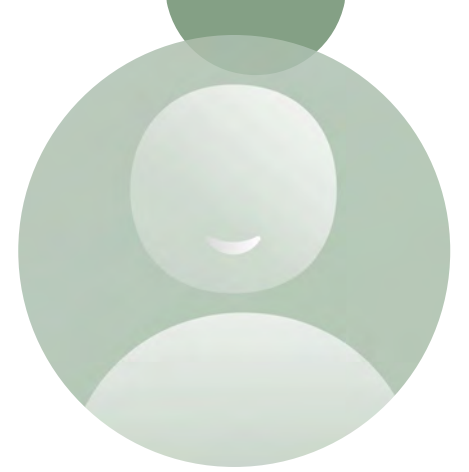


Surveillance showed claimant working outside of his alleged limitations.

SIU and Restitution:

Claim sent to SIU, DA filed charges and following a series of criminal proceedings, claimant sentenced to:

- 1 year probation
- 90 in county jail
- \$11,000 in restitution paid upfront



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What to Do with Results

Training and Expertise

Collaboration with Experts

Prioritize High-Risk Cases
