

 **FRASCO® training**

Hitting Record

EMPOWERING CLAIM DECISIONS WITH SURVEILLANCE FOOTAGE



**APPROVED BY:
CEU Institute**

What is Surveillance?



Observation



Documentation



Verification



Risk Reduction

PROPERTY OF
FRASCO, INC.

Types of Surveillance

Surveilling People

Surveilling Locations

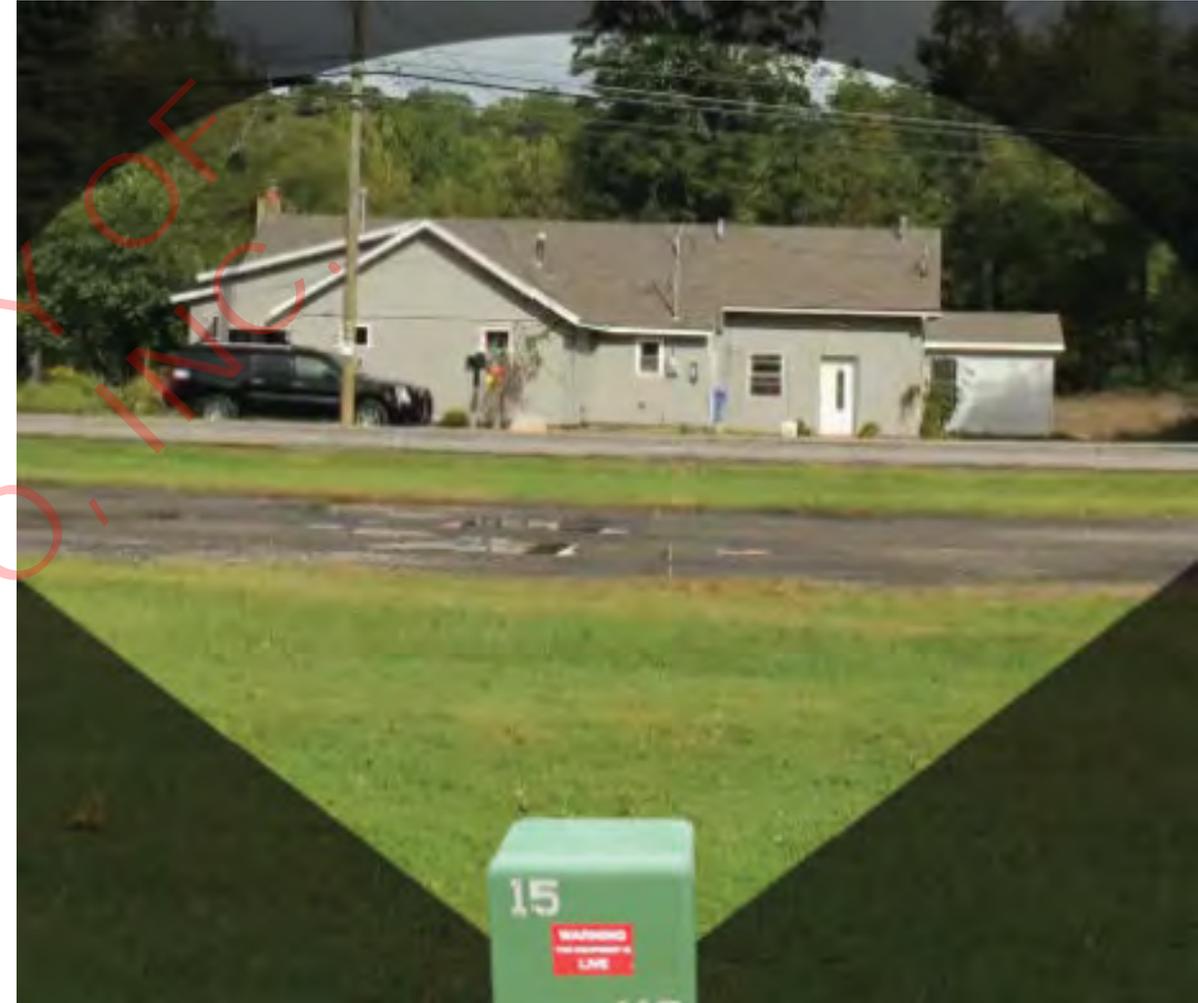
Human-Led

Remote Camera

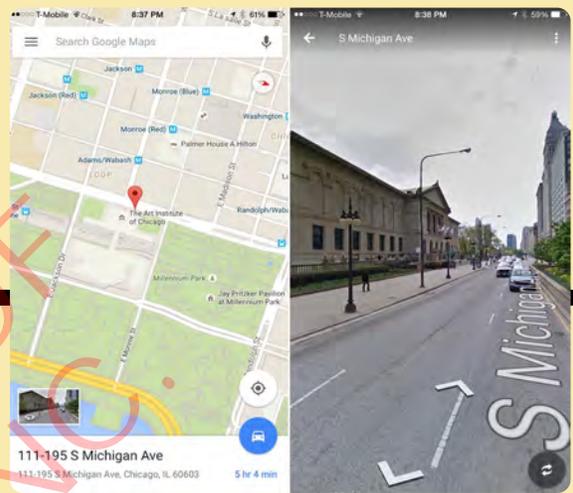
PROPERTY OF
FRASCO, INC.

Remote (ROC) Surveillance

- 24/7 Video
- Inactive Human-Led Surveillance
- Premium Issues
- Provider Issues



Activity Checks



Hitting Record

Register for Our Next Training: frasco.com/continuing-education

The Use Cases for Surveillance

Physical Injury Claims

Provider Concerns

Premium Fraud

Property Claims

PROPERTY OF
FRASCO, INC.

File Documentation



Document
Red Flags



Articulate
Suspicion

PROPERLY OF
FRASCO, INC.

Enhancing Surveillance Results

PROPERTY OF
FRASCO, INC.

Hitting Record

Register for Our Next Training: frasco.com/continuing-education

Surveillance Referral & Prep

Referral Information

- Injuries / Issues
- Red Flags / Context / Concerns
- Subject Intel
- Date Specific Events

Pre-Surveillance Planning

- Addresses
- Vehicles
- Basic Background / Social Media
- Evaluation of Surveillance Set Up

Why is this Location Challenging?



Why is this Location Challenging?



Is there a reasonable expectation of privacy here?



Is there a reasonable expectation of privacy here?



What Can Make Surveillance Ineffective?

- No Plan
- Not Enough
- No ID Shot
- Selective or “Lazy” Video
- Scattered Days or 4-Hour Blocks

Why Timing Matters?

Scattered Days / 4 Hours

- Reduced Video Probability
- Difficulty in Identifying Patterns
- No “Good Day” Defense Rebuttal

Consecutive Days / 8 Hours

- Increased Video Probability
- Pattern Identification
- “Good Day” Defense Rebuttal

PROPERTY OF
FRASCO.COM

Hitting Record

Surveillance Myths



Weekends Are Always Better



All Holidays Are a Good Time

PROPERTY OF FRASCO, INC.

Using Surveillance Results

PROPERTY OF
FRASCO, INC.

Hitting Record

Register for Our Next Training: frasco.com/continuing-education

Complementary Investigations & Evidence Usage

Background
Research

Social Media

Clinic Inspection

Records

Depositions /
EUO's

Interviews