



NICTA

Course Catalog

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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 involving 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.

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 Claims Representatives

This course is designed to equip insurance claim representatives with the necessary skills and knowledge to identify fraudulent claims effectively and efficiently. The training will cover the basics of insurance fraud, fraud indicators, investigation techniques, legal ramifications, and effective communication strategies.

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 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 indeed 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 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 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 is in fact fraudulent.

Investigating Vehicle Theft Fraud

This course will show insurance professionals 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 can be used to defraud the insurance industry.

Pedestrian Staged Accidents

Learn to spot the indicators of Pedestrian Staged Accidents.

Pet Insurance Basics and Fraud Detection

In today's pet-centric world, understanding pet insurance is essential for both pet owners and industry professionals. This course provides a comprehensive overview of pet insurance fundamentals, highlighting the importance of fraud awareness in the industry. Participants will explore the various types of pet insurance, common fraud schemes, and effective strategies for detecting and investigating fraudulent claims.

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 involving 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.

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 the likely participants and 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.