

Case Study

West Virginia Insurance Commissioner

The West Virginia Insurance
Commission Consolidates Case
Management and Improves Reporting
Accuracy with Case IQ

"I wanted something a lot more intelligent,
something that would give me the ability to look at
a case in real-time and make sure nothing gets left
behind."

Gary Griffith
Director, Fraud Unit



Project Overview

The West Virginia Insurance Commission Consolidates Case Management and Improves Reporting Accuracy with Case IQ

Case IQ enables the West Virginia Insurance Commission to manage multiple cases across locations.

The Challenge

The West Virginia Insurance Commissioner's traditional paper-filing system made it difficult to log and manage a growing volume of fraud investigations. Investigators were spending too much time typing up reports and senior officials needed a way to effectively monitor ongoing investigations. They wanted a system that would enable staff to communicate and collaborate easily, whether they were at home, in the office or on the road.

The Solution

The West Virginia Insurance Commissioner selected Case IQ fraud investigation software for anytime, anywhere access to critical information. The customized workflow rules and automatic alerts keep supervisors fully informed and ensure that cases receive prompt attention. The ease of use ensures minimal training time for new employees.

Seeking a Real-Time Solution

When Gary Griffith stepped into his new job as Director of the West Virginia Insurance Commission Fraud Unit, he knew he needed a robust, scalable investigation management software tool that would allow him to monitor the growing volume of investigations carried out under his supervision.

And not just any investigation management software. Mr. Griffith, a 23-year veteran of the West Virginia State Police, had a number of specific requirements. He wanted investigation management software that would enable multiple investigators in various locations to collaborate and share information.

He wanted a system that would allow him to stay on top of ongoing investigations and provide written direction and feedback to staff in the field. He wanted to receive automatic alerts when there had been no recorded activity in an investigation for a specified period. And he wanted a system that would make it easier and far less time-consuming for his staff to produce detailed, chronological reports of their investigations and findings.

The Fraud Division currently employs 17 experienced investigators, but Mr. Griffith expects that number to grow to about 24 over time. In addition to investigating all types of consumer and commercial insurance fraud – including cases involving automotive, property and casualty, life, fire and disability coverage – the division recently took over responsibility for investigating suspected cases of fraud in West Virginia's workers' compensation system.

In the past, suspected cases of insurance fraud in West Virginia were typically handed over to state or local police for investigation. Provided there was enough evidence to warrant charges, the case would then be referred to a prosecutor. The task of logging and managing all of those cases “was basically just done with a paper filing system and human memory,” Mr. Griffith says.

“I wanted something a lot more intelligent, something that would give me the ability to look at a case in real-time and make sure nothing gets left behind.”

-Gary Griffith,
Director, Fraud Unit

Large Case Volume? No Problem!

After taking charge of the newly created Fraud Unit, Mr. Griffith began to look for investigation management software that would enable his team to electronically record every case and every step of their investigations. One of the people he consulted was a former West Virginia senior state trooper who now works at the National White Collar Crime Center in Richmond, VA. "He told me there were a lot of case management systems out there, but the ones he'd seen all had drawbacks of one kind or another," Mr. Griffith says. "Some are really just case tracking systems."

Eventually, another former colleague recommended that Mr. Griffith take a look at the case management system that was already in use at the West Virginia Workers' Compensation Commission, whose investigative responsibilities were about to be transferred over to the Fraud Unit. That system used Case IQ fraud investigation software. "I arranged for a demo of Case IQ and I could see right away that it did a lot of the things I needed," he says. Better yet, Mr. Griffith learned that the Case IQ system was fully customizable, so it could easily be modified to meet the Fraud Unit's exact requirements.

It didn't take long for him to decide that Case IQ fraud investigation software was the solution he had been looking for. Within weeks, the development team at Case IQ produced a customized version of Case IQ, and field trials got underway.

"I'd been looking for investigation management software that offered all of these features, and Case IQ does exactly what we need. I am sure that anyone who manages a large volume of cases would be interested in a system like this."

-Gary Griffith,
Director, Fraud Unit

Everything They Needed — And So Much More

From Mr. Griffith's standpoint, the Case IQ software offers a number of key benefits. For one thing, the software is remotely hosted by Case IQ, so maintenance is not a concern. The fact that it is web-based means that users can access the system securely from the office, at home or on the road; the only requirement is a computer and an Internet connection (dialup or better). And Case IQ fraud investigation software is simple to use, so training time for staff members is minimal.

"Some of our cases might involve three or four investigators in different parts of the state," Mr. Griffith says. "With Case IQ, they can each enter their own information separately in the case file and it will all be logged in chronological order. I or any other manager can go in and see the status of a particular case, offer suggestions and direction, see how much time our people have spent working on a particular case, and have everything documented in real-time."

At Mr. Griffith's request, the Case IQ software was configured to send him automatic alerts based on specified triggers, such as when there has been no activity on a case for 30 days. "That's important because it means I can take a look at the case and make sure there are no problems that are getting in the way of our investigative work. It gives me much greater supervisory capability. I can see the whole case at once instead of just bits and pieces."

"In the past, the lead investigator or somebody else would have had to sit down and manually go through all of the information in a file in order to write up a summary. It was very, very time-consuming, which meant that people often got frustrated and took shortcuts. With Case IQ, you just press a button and the system spits out a complete written report. It saves a lot of man-hours and eliminates duplication of effort. And the final result is more accurate."

-Gary Griffith,
Director, Fraud Unit

The Result

Using Case IQ's built-in reporting capabilities, Mr. Griffith and his team can also analyze the Fraud Unit's caseload to detect patterns of insurance abuse and plan their strategies accordingly. Over time, he says, that should allow them to become much more proactive in dealing with fraudulent behavior.

Mr. Griffith got all everything his organization needed, and more, when he chose Case IQ fraud investigation software, the leader in customizable, web-based investigation software, case management and complaint-handling solutions. "The Case IQ fraud investigation software gives me exactly what I need," says Mr. Griffith. "It certainly makes my life a lot easier."

Great case management tool

It gives me much greater supervisory capability. I can see the whole case at once instead of just bits and pieces."

-Gary Griffith,
Director, Fraud Unit

Investigate and Prevent Workplace Misconduct with Case IQ

Case IQ helps you investigate, prevent and protect your company from fraud, harassment and compliance lapses to lower risk for your organization.

Find out more about how Case IQ can help your team conduct more effective investigations and prevent ethics and compliance lapses.

Book a demo:

 www.caseiq.com

 sales@caseiq.com

 1-800-465-6089

