

# Group Discussion: Management Challenges for the SIU Leader



## Discussion Topics

- Role in Conflict with the Company
- How to Sell your Unit's Value
- The New Focus on Fraud
- What is your New Measure of Success
- Prevention Measures
- Enhancing Relationships Between LE/SIU
- Employee Management Issues



## SIU's Role in Conflict with the Company

*How do you do your job, when your job can seem counter to the organization's growth?*

- Medical Management
- Marketing
- Networking
- Legal - Lawsuits
- *Human Resources*



## How to sell your unit's value, and not seem like the "thorn in the side"

- Leveraging internal business partners to bring to light business practices that could be tightened or changed
- Alliance building with business partners to smooth the road
- Strategies to broaden units scope to help organization recognize potential risk and protect the brand
- Investigate internal fraud cases



## Fraud now has Front Page Exposure - how is this Impacting the Unit?

- More executive level focus on the SIU
- Pressures on the ROI
- How to manage the message, depends on audience
- Are you in information overflow? New pressure to be the fraud expert?
- Don't let "public" exposure to move quickly negatively impact investigation quality - speed vs. accuracy



## What is your New Measure of Success

- Used to be referrals to law enforcement
- With new national focus on fraud, how has your measure changed?
  - » Risk Identification/Risk Prevention
  - » Deterrence of fraud

*Beware of playing the number\$ game; can draw criticism of unfair claims practices; once dollar amounts get questioned, quality of investigations gets questioned*



## Prevention Measures

- Support for pre-payment or predictive modeling (vendor vs. home grown?)
- How many gearing up for tech purchases/tech advancement
- Due diligence on vendors
- Privacy concerns; protect client personal information



## Enhancing Relationships Between Law Enforcement/SIU

- Package cases that are ready for prosecution
- Education and outreach to law enforcement
- Prepare business unit personnel ready to present evidence and testify
- Civil Activities - are you considering more civil suits?



## Employee Management Issues

*What is the motivator for your employees?*

- Studies show a disconnect between employer perspective and employee
- As managers are we listening to employees and what they want and need?
- The younger employee - communicating/motivating
- Staff development / career track
- Budget for training / focus on credentials



## Other Topics?

