

InvestigatorCWMS

Case and Workflow Management System

State public assistance fraud investigator agencies face significant challenges in performing Medicaid and Supplemental Nutrition Assistance Program (SNAP) fraud investigation activities. Many rely on fragmented, manual processes across different teams, systems, and spreadsheets, causing errors and inefficiencies that hinder consistent, investigative procedures and perpetuate false positives.

Public Consulting Group (PCG) offers InvestigatorCWMS, a fully configurable Software as a Service (SaaS) platform designed to support public assistance fraud investigations. It centralizes and streamlines workflows, notifications, case management, collaboration, productivity tracking, document handling, hearing calendars, and reporting for the Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Services (FNS).

Key InvestigatorCWMS features include:

- ✓ **Dynamic User Interface**
Based on investigation findings, users are presented with different data collection, notice generation, scheduling, and data changes.
- ✓ **Configurable Workflows**
Investigative workflows are fully configurable based on referral type, investigation type, and user role.
- ✓ **Reporting Dashboard**
Includes dozens of configurable and pre-defined reports, allowing authorized user roles to generate real-time snapshots into activities and findings.
- ✓ **Automated Cost Savings Calculations**
Automates cost savings calculations by analyzing investigation results, maximizing recoupments and streamlining federal reporting.
- ✓ **Productivity Monitoring Dashboard**
Includes a monitoring dashboard that tracks investigation activities by type, user, status, outcomes, and more.
- ✓ **User and Agency-Friendly Features**
Supports dynamic notice generation based on investigation results, connects with legacy systems and data sources, and includes automated activity prompts.

Contact us today to learn more about InvestigatorCWMS!

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 www.publicconsultinggroup.com