

Intelligent FWA Detection

An AI based fraud, waste & abuse detection platform purpose-built for Medicaid and human services program integrity.

THE CHALLENGE

Medicaid and human services agencies lose significant program dollars to improper payments each year, while program integrity teams work through claims volume with off-the-shelf tools that force-fit generic fraud models onto agency-specific workflows. Fraud rings spanning multiple providers and delivery systems are difficult to see with claim-by-claim review, high-risk claims are often caught only after payment, and case investigation, documentation, and recovery tracking are frequently split across disconnected systems.

THE PLATFORM

1. Detect

Hybrid AI/ML detection engine

- Deterministic rules engine (OIG exclusion status, service-date conflicts, and other known indicators) applied at claim ingestion
- Machine-learning classifier trained on historical claims, producing a composite risk score across four severity tiers
- Every score paired with a plain-language, factor-level explanation — not a black-box output
- Network graph analytics to surface potential fraud-ring clustering across providers

2. Validate

Cross-system encounter validation

- Reconciles encounter data against claims for the same beneficiary and service profile to flag potential duplicate billing across payment streams
- Cross-references provider NPIs against enrollment files and inpatient admission records
- Configurable rule layer for medical-necessity and coding-policy checks (diagnosis-procedure pairings, age-based coverage, unit limits)
- Statistical outlier and comparative benchmarking analytics

3. Investigate & Recover

Case management across the full lifecycle

- Pre-payment hold queue for analyst review and disposition on high-risk claims before disbursement
- Investigation case workspace: evidence attachment, case notes, and demanded-amount recording
- Recovery tracking: demanded amount, collected amount, appeal status, and recovery rate per case
- Role-based views tuned to analyst, investigator, program leadership, and administrator needs

One Connected Platform

Pre-payment through recovery, in one system

- A single composite risk score carries a claim from ingestion through investigation and recovery. No re-entry between tools
- Purpose-built to the agency's own program rules and workflows rather than a generic, off-the-shelf fraud model
- Configurable delivery model: standalone technology platform, or a turnkey offering that includes dedicated clinical and investigative staff, contingent on the effectiveness of its integrations with government systems, including OIG and claims databases

BUILT ON A RESPONSIBLE-AI FOUNDATION

Every AI output in the Platform — risk scores, alerts, and fraud-ring flags- is decision support, not a final determination. Analysts and investigators retain full authority over every disposition.

- **Human-in-the-loop:** no claim is denied, escalated, or closed by the system alone; every finding is reviewed and confirmed by a human analyst or investigator
- **Model explainability:** every risk score is paired with a factor-level explanation of what drove it, not a black-box number
- **Fairness monitoring:** scoring patterns are reviewed for unexplained variation across provider and beneficiary cohorts, with stratified audit sampling to guard against systemic over-flagging
- **Security by design:** encryption in transit and at rest, role-based access control, and immutable audit trails on every system interaction

BUILT FOR STATE MEDICAID & HUMAN SERVICES IT

- Deployable to FedRAMP-authorized government cloud environments (e.g., Azure Government, AWS GovCloud) or an agency's on-premises infrastructure
- Designed to comply with HIPAA and applicable state data-privacy and retention requirements
- Architected around the agency's own program rules and claims workflows rather than a generic, off-the-shelf fraud model
- Supports the full program-integrity lifecycle: pre-payment review, post-payment analytics, case prioritization, audit documentation, and recovery tracking

Let's talk at ISM 2026 (Spokane, WA · Sept 27–30).