



Office of Human Resources
Fraud Claims Investigator I – CS3068
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General Statement of Duties

Performs entry level to intermediate level work by assisting with public assistance program fraud investigations. Assists and trains in the methods and techniques to determine claim establishment, pursues intentional program violations and fraud, pursues collections, reviews and refers cases and claims for civil, criminal and administrative proceedings for Human Services programs.

Distinguishing Characteristics

The Fraud Claims Investigator series performs investigations on fraud within public assistance programs. The Fraud Claims Investigator I performs introductory level investigation work. The Fraud Claims Investigator II performs full performance investigation work. The Fraud Claims Investigator III performs full performance specialty investigation work in a defined specialty area or serves as a lead worker.

The Fraud Claims Investigator series is distinguished from the Program Quality Assurance Technician series in that the Fraud Claims Investigator investigates those receiving services whereas the Program Quality Assurance Technician provide oversight of the programs and organizations providing the eligibility and assistance programs.

Essential Duties

Receives training methods and techniques to review public assistance benefit fraud investigation reports to determine compliance with program rules and regulations and if any claims or Intentional Program Violations need to be established based on program compliance rules. Learns how to calculate and establish fraud claims related to investigations, tax offsets, customer/state inquiries, and civil/criminal referrals. Applies relevant program regulations and rules to assure that all claims meet the necessary regulatory requirements, completed timely, and identify liable parties.

Receives on-the-job training to learn processes, practices, and application of rules to establish Intentional Program Violations (IPV). Applies the training to fraud investigations to determine when clear and convincing evidence exists of intentional false or misleading statements or representations that require disqualification of the household from receiving benefits.

Assures that all claim notifications are sent timely and in a manner consistent with program regulations.

Creates and mails correspondence to household citing relevant program rules. Responds to inquiries from clients, eligibility workers, and State/Federal agencies. Assures that all actions taken are properly documented in the Colorado Benefits Management System (CBMS).

Reviews assigned fraud cases for "clear and convincing evidence" of violations of program rules and proof of fraud.

Learns how to review fraud cases and determines if civil/criminal action is appropriate.

Receives training on administrative and criminal hearings related to establishment of claims, tax intercepts, and IPVs. Learns how to prepare hearing materials and how to present cases to the appropriate jurisdiction.

Receives training about payment plans and all collection efforts necessary to recover funds for the agency.

Communicates the results of the fraud investigation to clients and explain how the outcome was determined. Learns to communicate with the clients about their rights and responsibilities in regard to claims, hearings and IPVs.

Assists with establishing claims, IPVs, and hearings. May work independently from direct oversight as employee shows proficiency in work requirements.

Recommends write-offs for non-collectable accounts within policy guidelines. Assists Legal with bankruptcies by placing claims in the proper non-collectible status while bankruptcy proceedings are on-going.

Reviews and processes incoming Repayment Agreements (RA) and verifies if the payment meets program-specific minimum collection requirements. Renegotiates repayment agreements, if applicable.

Monitors collections activities on fraud cases with claims and reaches out to clients with delinquent debt.

Researches client’s employment history and wage data with the Department of Labor and Employment database.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables, applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Five (5) years of experience determining eligibility for public assistance programs. By position, knowledge of program eligibility rules for Supplemental Nutrition Assistance Program (SNAP), Financial Assistance (FA), Temporary Assistance for Needy Families (TANF), Medical Assistance (MA), Child Care Assistance Program (CCAP), and/or other public benefits programs.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.
Subject to many interruptions.
Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-14

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 10/27/2024

Revised By: MF

Class History: 2/14/21 - Revised education, experience, and equivalency statement; 9/16/22 – Pay grade change from NE-11 to NE-13; 7/28/24 – Revised pay grade per CN1814; 9/8/24 – Revised Job Family/Job Code; 10/27/24 – Revised Job Title, General Statement of Duties, Distinguishing Characteristics, Essential Duties, Licensure & Certification and Background Check Requirement, per CN1843.