

Request 7045 – Benefits, fraud

(SCDC) Fraud Investigation

How many investigators are in your fraud investigation team?

Do you have a case management system used by the fraud investigation team?

If so who supplies it and what is the name of the system?

When does the contractual agreement to use the software expire?

What is the annual cost to use the system?

If you do not have a fraud investigation team, can you please inform me if you are part of a shared fraud investigation team, or if your fraud investigations are outsourced?

If they are outsourced can you please inform me who the fraud investigation is outsourced to?

Response

How many investigators are in your fraud investigation team? 2

Do you have a case management system used by the fraud investigation team? Yes

If so who supplies it and what is the name of the system? CIVICA workflow

When does the contractual agreement to use the software expire?

Details of our contracts can be found on [our website](#).

What is the annual cost to use the system? Benefit Fraud is part of the Core system and does not attract an individual cost. Details of the contract can be found via the link given above.

If you do not have a fraud investigation team, can you please inform me if you are part of a shared fraud investigation team, or if your fraud investigations are outsourced? N/A

If they are outsourced can you please inform me who the fraud investigation is outsourced to? N/A