



## Capita's Fraud Module

Capita's Fraud systems are tightly integrated into Capita's Benefits system. This avoids the problems of duplication, inaccuracy and poor cross-departmental communication associated with running separate Benefit and Fraud systems.

All Capita Benefits customers have access to the Fraud module within the Benefits system, which provides a framework for recording details of fraud investigations alongside benefits data.

We have listened to our customers and recognising their evolving needs have also developed Fraud Plus, this builds upon the existing integrated Fraud module to create the most powerful fraud system for Capita customers. More information about Fraud Plus is provided overleaf.

### Benefits of an integrated solution

#### A complete and accurate view

All case data is stored in one location allowing the fraud officer to obtain a complete view without accessing multiple systems.

#### Improved communications

Assessors and fraud officers use the same system. Assessors have visibility of outstanding fraud investigations minimising the chances that they will adjust benefits without consulting the fraud team.

#### Elimination of duplication

Only one set of data needs to be maintained, avoiding the overhead of updating two separate systems.

#### Accessible anywhere

Optional mobile Fraud and Intervention modules provide officers in the field with the benefits and fraud information needed to help establish fraud or changes to circumstances.

#### Support overhead minimised

Software updates to Capita's Fraud applications are deployed at the same time as the core Benefits system. There is no need for local authorities to maintain multiple systems.

### Fraud on the road

Implementing Capita Mobile for fraud officers vastly reduces the time your fraud team spend preparing for visits and updating the Fraud system upon return. Full claim and fraud details for each selected visit can be reviewed on the tablet device and the results of visits added in the field ready for synchronisation with the Fraud system.



## Capita's Fraud Plus Module

Fraud Plus takes the existing Fraud module, combined with feedback and advice from fraud managers, to deliver Fraud Plus. This utilises enhanced functionality to assist fraud teams spend less time on administration and more time combating benefit fraud.

Fraud Plus provides fraud teams with powerful new functionality to enable all fraud information to be recorded in the logical place, within Capita Benefits.

Comprehensive management information can be obtained, enabling fraud managers to monitor the performance of the fraud team, identify training requirements and analyse the effect of training and policy changes.

Capita's solution also includes a user definable Risk Score analysis to provide an effective method of evaluating risks.

### Recording Fraud

New functionality offered by Fraud Plus includes:

#### Fraud Partnership Agreement (FPA)

Recording and tracking of FPA communications enables improved visibility and monitoring, leading to a better working relationship with the Department for Work and Pensions (DWP)

#### Tracking the status of actions

The status of all actions relating to a fraud investigation is tracked, assisting the fraud officer in managing their workload and helping the team leader to manage

#### Value of overpayments

The value of both the fraud and DWP overpayment is recorded, improving the quality of data held within the fraud module

#### Fraud recommendations

Additional information such as the recommendation type and the date agreed is recorded, improving the quality of the information held on the recommendation process

#### Post prosecution recording

Details of the outcome of prosecutions are recorded, including the value of the fine, compensation awarded, and the value of costs awarded. This completes the recording of the entire fraud history within Fraud Plus

#### Integration with Debt Management

Multiple invoices within the Debt Management system can be linked to a fraud referral, making it easy to identify invoices relating to fraud investigations.

### Management Information

New functionality offered by Fraud Plus includes:

#### Fraud officer summary screen

Provides a powerful overview of all fraud cases with the ability to filter and sort on various criteria such as the status. This assists with workload management and can act as an excellent performance management tool

#### Fraud team/officer report

Comprehensive information on the performance of the Fraud team is provided by 34 individual statistics which assess the performance of the team and each officer over a specified time period

#### Fraud referrals report

Comprehensive information on fraud referrals including the source and tenure type

#### Fraud management information overview

This enables the management team to analyse the effectiveness of the fraud team, in terms of positive/no result outcomes, key performance indicators relating to overpayments and sanctions created by the fraud team, as well as various other financial and performance indicators

#### Prosecutions report

Detailed information on all prosecutions within a selected time period, which can be broken down for each officer

#### Fraud benchmarking report

Contains eight statistics regarding each source and type of referral enabling easy comparison of different types and sources of referral

### Additional Functionality

- Risk score analysis – a detailed referral evaluation that is entirely user definable to meet an authority's exact needs. Enables effective risk analysis scoring based on the authority's own policy
- User access restrictions – permission to perform quality checking and closure of fraud cases can be restricted to selected users assisting quality control procedures
- Usability enhancements – numerous improvements which provide more information on individual screens and the ability to navigate more easily around the Fraud module

To find out more about upgrading to Fraud Plus please contact your Capita account manager.