

NICB/NICTA Training Resources Guide

The purpose of this guide is to assist you to identify, locate and obtain the various training resources NICB and NICTA provide. To navigate through the guide, please use the "bookmark" menu to the left where the training resources have been grouped into General, Vehicle, Medical, Property and Commercial topics.

Contact the Training Department to schedule FraudSmart Courses

All websites require separate logins and passwords

INDEX

General Topics	FraudSmart	NICTA	Download Center	NICB.org
	Classroom Courses	Online Courses	Individual Fraud Indicators	NICB Brochures
		Streaming Video	NICB Investigative Guides	NICB Posters
		Webcasts	NICB Training Aides	Training Academies
	NICB Reference Documents	NICB Computer Applications	NICB Investigative Guides	
		Other NICB Reference Material		

Vehicle Topics	FraudSmart	NICTA	Download Center	NICB.org
	Classroom Courses	Online Courses	Individual Fraud Indicators	NICB Brochures
		Streaming Video	NICB Investigative Guides	NICB Posters
		Webcasts	NICB Training Aides	Manuals
			TrueStory Case Studies	Training Academies
		NICB Computer Applications	NICB Investigative Guides	
		Other NICB Reference Material		

Medical Topics	FraudSmart	NICTA	Download Center	NICB.org
	Classroom Courses	Online Courses	Individual Fraud Indicators	Training Academies
		Medical Snapshots	NICB Investigative Guides	NICB Investigative Guides
		Streaming Video	NICB Training Aides	
		Webcasts	TrueStory Case Studies	
			NICB Computer Applications	

Property Topics	FraudSmart	NICTA	Download Center	NICB.org
	Classroom Courses	Online Courses	Individual Fraud Indicators	NICB Brochures
		Streaming Video	NICB Investigative Guides	Training Academies
		Webcasts	TrueStory Case Studies	NICB Investigative Guides
			NICB Training Aides	
		Other NICB Reference Material		

Commercial Topics	FraudSmart	NICTA	Download Center	NICB.org
	Classroom Courses	Online Courses	Individual Fraud Indicators	NICB Brochures
		Streaming Video	TrueStory Case Studies	NICB Posters
				Manuals

General
All Lines of Business

FraudSmart Courses (NICB provided classroom training)

Application Fraud
Identity Theft and Insurance Fraud
Insurance Fraud Briefing for Management
Internal Fraud
Introduction to Insurance Fraud
Listening Skills Part 1
Listening Skills Part 2
Money Laundering and the Insurance Industry
NICB Overview
Opportunities for Insurance Fraud from Application to Policy
Organized Fraud Activity Groups
Preparing a Case for Prosecution
Presentation Basics
Questionable Claims Submission
Rate Evasion
Writing Skills

National Insurance Crime Training Academy – NICTA (online offerings nicta.org)

Courses

Contractor, Provider and Vendor Fraud Overview
Customer Service and Fraud
Detecting Fraud for Underwriters
Field Safety Course
IASIU Ethics
Identity Theft/Fraud
Insurance Fraud Basics
Introduction to Insurance Fraud Investigations
Investigating Organized Groups
ISO ClaimSearch
Listening for Deception in Claims Interviews
Online Application Fraud
Preparing a Case for Prosecution
Rate Evasion Fraud
Recognizing Organized Insurance Fraud
The Internet: An Investigative Tool
Training Theory and Skills for Fraud Investigators
Using the Social Network for Investigations

Writing Investigative Reports (for Claims)

Streaming Video

Confessions of an Insurance Fraud Offender

Webcasts

Organized Groups and Insurance Fraud

NICB Reference Documents

California Small Claims Court Tips and Regulations

Glossary of Insurance Terms

NICB Document Download Center (nicbdocs.org)

FraudSmart Course Download (Leader's & Student Guides, PowerPoint and handouts)

Application Fraud

Identity Theft and Insurance Fraud

Insurance Fraud Briefing for Management

Internal Fraud

Introduction to Insurance Fraud

Listening Skills Part 1

Listening Skills Part 2

Money Laundering in Insurance Industry

NICB Overview

Opportunities for Insurance Fraud from Application to Policy

Organized Fraud Activity Groups

Preparing a Case for Prosecution

Presentation Basics

Questionable Claims Submission

Rate Evasion

Writing Skills

Individual Fraud Indicators

Application Fraud

Contractor/Public Adjuster Fraud

Identity Theft

Online Application Fraud

Organized Fraud Activity

Rate Evasion Fraud

NICB Investigative Guides

Anti-Fraud Program Guide
EUO and Statement Guide
Insurance Fraud Encyclopedia
Questionable Claims Program Guide

NICB Training Aides

Anti-Fraud Puzzles
Crossword – Items in a Fraudulent Claim
Crossword – Motives for Fraud
Cryptogram – Bad Claims
Cryptogram – Trust But Verify
Word Search – Organized Fraud
Word Search – Schemes

NICB Computer Applications

Interactive Indicator Guide
InterviewAssist Application

Other NICB Reference Material

Anti-Insurance Crime Training Guide
Indicators of Potential Deception
State Mandated Training Guide
State Mandated Fraud Warnings

NICB Members-Only Website (NICB.org)

NICB Brochures

Identity Theft (English and Spanish)
Insurance Fraud (English and Spanish)
NICB Hot Line (English and Spanish)

NICB Posters

NICB Hot Line (English & Spanish)

NICB Training Academies

NICB Analyst Academy
NICB Medical Investigation Academy
NICB Special Investigations Academy

NICB Investigative Guides

Anti-Fraud Program Guide
EUO and Statement Guide
Insurance Fraud Encyclopedia
Questionable Claims Program Guide

Personal Lines **Vehicle Related Fraud**

FraudSmart Courses (NICB provided classroom training)

Auto Physical Damage
Direct Repair Body Shop Fraud
Hail Damage Fraud
Identifying Fraudulently Altered & Stolen Vehicle
Motorcycle Theft and Fraud
Boat Theft and Fraud
Sport Compact Vehicle Fraud Illegal Street Racing
Vehicle Arson Involving Insurance Fraud
Vehicle Inspections "101" for Insurance Agents
Vehicle Theft and Fraud

National Insurance Crime Training Academy – NICTA (online offerings nicta.org)

Courses

Body Shop Fraud
Classic Car Insurance Fraud
Investigating Vehicle Theft Fraud
Street Racing and Sport Compact Vehicle Fraud

Streaming Video

The Give Up
Vehicle Theft Fraud
Vinny's Story

Webcasts

Crash Data Retrieval
Heavy Equipment Identification
Staged/Caused/Paper Accidents
Vehicle Identification Numbers
Vehicle Identification Points
Vehicle Repair Fraud
Vessel Identification

NICB Document Download Center (nicbdocs.org)

FraudSmart Course Download (Leader's & Student Guides, Powerpoint and handouts)

Auto Physical Damage
Direct Repair Body Shop Fraud
Hail Damage Fraud
Identifying Fraudulently Altered & Stolen Vehicle
Motorcycle Theft and Fraud
Boat Theft and Fraud
Sport Compact Vehicle Fraud Illegal Street Racing
Vehicle Arson Involving Insurance Fraud
Vehicle Inspections "101" for Insurance Agents
Vehicle Theft and Fraud

Individual Fraud Indicators

Classic Vehicle Fraud
Glass Fraud
Hail Damage
Hit While Parked Claims
Motor Vehicle Theft
Motorcycle Theft
Pedestrian Fraud
Repair Facility Fraud
Staged Accident Fraud
Street Racer Fraud
Transportation Network Fraud
Vehicle Rental Fraud
Vehicle Theft Fraud
Vessel Theft Fraud

NICB Investigative Guides

EUO Statement Guide

Staged Accident Investigation Guide
Vehicle Fire Investigation Guide
Vehicle Theft Investigative Guide

NICB Training Aides

Crossword - Hit While Parked
Crossword - Street Racer
Cryptogram - Neatly Robbed
Cryptogram - Vehicle Policy Fraud
Word Search - Owner Give Up
Word Search - Theft Terms

TrueStory Case Studies

Caused Accidents – Great White North
Caused Accidents – Life in the Fast Lane
Caused Accidents – Where’s a Cab
Hit while Parked – Old Folks
Staged Accident – Crash and Buy
Staged Accident – Dumpsters, Trees and Poles. Oh My!
Stolen Motorcycle and Electronics – Lost and Found
Vehicle Theft – TN vs VA

NICB Computer Applications

Interactive Indicator Guide
InterviewAssist Application

Other NICB Reference Material

Accident & Fraud Prevention Checklist & Towing Guide
Vehicle Identification Inspection Guide

NICB Members-Only Website (NICB.org)

Brochures (English and Spanish)

Boat Theft Fraud
Hail Fraud
Motorcycle Theft
Staged Automobile Accident
Vehicle Cloning
Vehicle Theft

Posters

Staged Accidents (English & Spanish)
Vehicle Glass (English & Spanish)

Manuals

NICB Passenger Vehicle Identification Manuals
NICB Passenger Vehicle Manual (contains watercraft identification section)

NICB Training Academies

NICB Analyst Academy
NICB Medical Investigation Academy
NICB Special Investigations Academy

NICB Investigative Guides

EUO Statement Guide
Staged Accident Investigation Guide
Vehicle Fire Investigation Guide
Vehicle Theft Investigative Guide

Personal Lines **Medical Related Fraud**

FraudSmart Courses (NICB provided classroom training)

Casualty Fraud
CPT Codes
Durable Medical Equipment Fraud (DME)
LIST and MIST Claims
Medical/Legal Aspects of Bodily Injury Claims
Pedestrian Staged Accidents
PIP Claims and Insurance Fraud
Slip and Fall Claims
Staged Vehicle Accidents
Workers Comp Fraud
Workers Comp Premium Fraud

National Insurance Crime Training Academy – NICTA (online offerings nicta.org)

Courses

Casualty Insurance Fraud

Diagnostic Testing Fraud
Durable Medical Equipment Fraud
Evaluating Medical Bills for Fraud 101
Introduction to CPT Codes in Medical Billing Fraud
Introduction to Medical Billing Fraud
Medical Clinic Inspection
Modalities and Procedures – Questionable Billing
Pedestrian Staged Accidents
Staged Accidents

Medical Snapshots

Ankle Injuries
Carpal Tunnel Syndrome
Cervical Strain (Whiplash)
CPT Modifiers
Diagnostic Testing
Lumbar Strain
Orthopedic Testing
Schizophrenia
Stress
X-Ray CPT Code Abuse

Streaming Video

Bodily Injury Fraud
Staged Auto Fraud

Webcasts

Billing Modalities as Procedures
Billing Supervised Modalities and Constant Attendance Modalities
CPT Codes
Drug Compounding
Epidural Steroid Injections
Fraudulent Treatment (SOAP) Notes
ICD Diagnosis Code
Identifying Treatment Provided by Unqualified Providers
Improperly Billing Procedures
Initial Bill Review
Introduction to Medical Necessity of Chiropractic Manipulation
Introduction to the Medical Necessity of Modalities
Linking ICD Codes to CPT Codes
Low Level Laser Therapy
Medical Necessity and Overutilization of Modalities

Personal Injury Protection (PIP) Schemes
Platelet Rich Plasma (PRP) Therapy
Recruitment of Patients
Trigger Point Injections
Understanding MedAware Alerts

NICB Document Download Center (nicbdocs.org)

FraudSmart Course Download (Leader's & Student Guides, PowerPoint and handouts)

Casualty Fraud
CPT Codes
Durable Medical Equipment Fraud (DME)
LIST and MIST Claims
Medical/Legal Aspects of Bodily Injury Claims
Pedestrian Staged Accidents
PIP Claims and Insurance Fraud
Slip and Fall Claims
Staged Vehicle Accidents
Workers Comp Fraud
Workers Comp Premium Fraud

Individual Fraud Indicators

Casualty Fraud
Diagnostic Testing Fraud
Durable Medical Equipment Fraud
Medical Billing Fraud
Recruited/Solicited Patients
Slip and Fall Fraud

NICB Investigative Guides

EUO and Statement Guide
Injury Guide

NICB Training Aides

Crossword - Fraud Terms
Crossword - Providers
Cryptogram - A Different Type of Treatment
Cryptogram - Separating the Parts
Word Search - Billing Fraud
Word Search - Diagnostic Testing

TrueStory Case Studies

Medical Clinic – Medical Mishap
Medical Clinic – Scanners and Scammers
Medical Mill – No Pain-No Gain
Slip and Fall – Tag Team

NICB Computer Applications

Interactive Indicator Guide
InterviewAssist Application

NICB Members-Only Website (NICB.org)

NICB Training Academies

NICB Analyst Academy
NICB Medical Investigation Academy
NICB Special Investigations Academy

NICB Investigative Guides

EUO and Statement Guide
Injury Guide

Personal Lines

Property Related Fraud

FraudSmart Courses (NICB provided classroom training)

Arson for Profit
Catastrophe Fraud
Hail Damage Fraud
Identifying “Questionable” Mold Claims
Mysterious Disappearance Claims
Property Fraud

National Insurance Crime Training Academy – NICTA (online offerings nicta.org)

Courses

Arson for Profit

Catastrophe Fraud
Investigating Property Fraud
Investigating Questionable Water Claims
Mold Insurance Fraud
Smoke & Ash Fraud Investigations

Streaming Video

Catastrophe Fraud
Property Fraud

Webcasts

Dime Spinning and Mechanical Damage
Metal Theft

NICB Document Download Center (nicbdocs.org)

FraudSmart Course Download (Leader's & Student Guides, PowerPoint and handouts)

Arson for Profit
Catastrophe Fraud
Hail Damage Fraud
Identifying "Questionable" Mold Claims
Mysterious Disappearance Claims
Property Fraud

Individual Fraud Indicators

Baggage Fraud
Catastrophe Fraud
Hail Damage
Property Fraud
Residential Rental Fraud
Water Mitigation Fraud
Wildfire Smoke & Ash Fraud

NICB Investigative Guides

Catastrophe Claim Guide
Property Claim Guide
Property Fires Investigation Guide

TrueStory Case Studies

Fraudulent Structural Homeowner's Claim – Tree-Mendous
Property Claim Fraud – Not Too Smooth
Stolen Scheduled Property – Georgia Peach
Water Damage – One too Many

NICB Training Aides

Anti-Fraud Puzzles
Crossword – Items in a Fraudulent Claim
Crossword – Motives for Fraud
Cryptogram – Bad Claims
Cryptogram – Trust But Verify
Word Search – Organized Fraud
Word Search – Schemes

NICB Computer Applications

Interactive Indicator Guide
InterviewAssist

NICB Members-Only Website (NICB.org)

NICB Brochures (English and Spanish)

Arson Fraud
Disaster Fraud

NICB Training Academies

NICB Analyst Academy
NICB Medical Investigations Academy
NICB Special Investigation Academy

NICB Investigative Guides

Catastrophe Claim Guide
Property Claim Guide
Property Fires Investigation Guide

Commercial Lines

FraudSmart Courses (NICB provided classroom training)

Commercial Claims- The First 10 Minutes
Heavy Equipment Theft and Fraud
Introduction to Commercial Fraud
Premium Fraud in the Workers' Compensation Market
Workers Compensation Fraud

National Insurance Crime Training Academy – NICTA (online offerings nicta.org)

Courses

Introduction to Commercial Lines Fraud
Workers' Compensation Fraud
Workers' Compensation Premium Fraud

Streaming Video

Workers' Compensation Fraud

NICB Document Download Center (nicbdocs.org)

FraudSmart Course Downloads (Leader's & Student Guides, Powerpoint and handouts)

Premium Fraud in the Workers' Compensation Market
Workers' Compensation Fraud

Individual Fraud Indicators

Workers' Compensation Fraud
Workers' Compensation Premium Fraud

TrueStory Case Studies

Commercial (Auto Physical Damage) – The Great Commercial P.O. Box Round Up
Workers Compensation – Flipping Burgers
Workers Compensation – Wright to Wrong

NICB Members-Only Website (nicb.org)

NICB Brochures (English and Spanish)

Commercial Heavy Equipment Theft
Staged Automobile Accident Fraud
Workers Compensation and Medical Fraud

NICB Posters

Workers Compensation and Medical Fraud

NICB Manuals

Commercial Vehicle Identification Manual
Heavy Equipment Identification Manual