

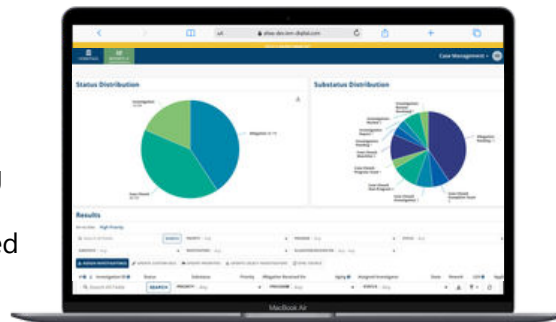
Experience Drives Innovative Case Management

Fraud, waste, and abuse investigations require state-of-the-art case management solutions to simplify and automate workflows while providing enhanced situational awareness to decision-makers at all levels, from staff and investigators to senior executives.

CMSIQ® is IEM's fraud, waste, and abuse investigation case management system — a purpose-built platform designed to help agencies efficiently identify, evaluate, and resolve potential fraud cases across local, state, and federally funded grant program initiatives.

Comprehensive By Design

CMSIQ® provides a structured, replicable, and fully documented process for managing allegations of fraud, waste, and abuse — including intake, triage, investigation, review, and closeout. Developed as a tailored solution, CMSIQ® can operate as a standalone system of record or be integrated into an existing case management ecosystem, enabling seamless adoption regardless of current infrastructure. This modularity supports incremental modernization without disrupting program operations.



CMSIQ® is built on a robust data fabric with “smart” approaches to leveraging data and information for cross-functional purposes for agencies of all sizes. Every customized deployment simplifies and streamlines routine administrative functions in a department or agency. CMSIQ® enables departments to rapidly design, build, and deploy tailored, end-to-end applications to support critical case management and investigative functions, including:

- Documenting findings in structured investigation reports
- Conducting and tracking interviews
- Managing and monitoring Requests for Information (RFIs)
- Evaluating and linking evidence
- Recording internal and external validations
- Managing case approvals prior to external referral
- Maintaining case-specific checklists that dynamically adapt as evidence is gathered
- Reviewing reports with the ability to return cases for rework
- Delivering real-time reporting and live, customizable dashboards

CMSIQ® Core Capabilities

- End-to-end case management
- Rapidly deployable
- Scalable and secure cloud infrastructure
- Role-based access
- Automatic creation of cases
- Rapid triage and assignment
- Data quality enhancement
- Personalized landing pages to show active workload, case statuses, and tasks.
- Seamless integration with internal databases, legacy systems.
- Mobile and offline capabilities
- Customizable dashboards and reporting metrics
- Full audit capabilities

Designed to support the entire investigative lifecycle, CMSIQ® tracks cases from initial allegation through investigation, peer and managerial review, final reporting, and referral to the Attorney General or law enforcement agencies where applicable.

Contact Our Experts
solutions@iem.com