



Enhancing fraud prevention in health and social services agencies

A comprehensive approach to safeguarding
public funds and restoring trust



Health and social services agencies face a growing and complex challenge: protecting public resources while delivering essential services to millions. As fraud, waste and abuse (FWA) schemes become more sophisticated, agencies must evolve from reactive measures to proactive, technology-driven strategies.

In the federal healthcare space, the scale of this challenge is staggering. The U.S. Department of Health and Human Services reported more than \$100 billion in improper payments in fiscal year 2023 across Medicare, Medicaid and other federal programs, including the Children's Health Insurance Program. These figures don't account for unreported or undetected fraud—such as provider billing fraud, upcoding, phantom providers and eligibility fraud—which continue to drain critical program funding. For example, in 2022, the U.S. Department of Justice recovered over \$1.7 billion related to health care fraud, with the majority tied to violations of the False Claims Act.

Social services programs such as the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families also face parallel risks, including identity theft, synthetic ID creation and false income declarations. According to the U.S. Government Accountability Office, SNAP alone experienced \$11.2 billion in improper payments in FY 2022, amounting to about 12.4% of total program outlays. Agencies tasked with delivering these benefits must strike a balance between accessibility and integrity—without sacrificing speed or scale.

CGI, in partnership with TrackLight, is helping agencies do just that—bringing together deep domain expertise, a purpose-built FWA prevention platform, and Amazon Web Services' (AWS) cloud infrastructure to empower agencies to detect, prevent and resolve fraud more efficiently and effectively. This solution adds commercial data sets and more than 3,500 fraud algorithms to support early detection across high-risk payment environments.

Escalating threat of fraud in public services

Agencies responsible for administering health and social services are entrusted with managing vast volumes of sensitive data, financial transactions and benefit distributions. This complexity makes them attractive targets for bad actors seeking to exploit system vulnerabilities—whether through identity fraud, improper payments or fraudulent claims. In Medicaid and Medicare alone, coordinated fraud schemes have led to hundreds of millions of dollars in criminal restitution and civil recoveries, placing increased pressure on federal program administrators to identify vulnerabilities earlier in the process.



The consequences of unchecked fraud extend beyond financial losses. They erode public trust, divert resources from those in need and compromise the credibility of critical programs. Traditional fraud prevention methods—reliant on manual audits and retrospective investigation—are no longer sufficient in today's high-volume, high-stakes environment.

Technology as a force multiplier

Modern fraud prevention requires a shift from siloed, manual approaches to a connected ecosystem that leverages automation, data intelligence and machine learning. Through our FWA prevention platform, agencies gain a turnkey solution that accelerates insight, strengthens defenses and reduces fraud exposure.

Key capabilities include:

- **Anomaly detection with AI and ML:**
Real-time pattern recognition uncovers outliers across massive datasets—flagging high-risk transactions and unusual behaviors before damage is done.
- **Prevention over pay-and-chase:**
Intelligent workflows help stop fraudulent actions at the point of entry, reducing the reliance on recovery-based strategies.
- **Accelerated investigations:**
Digital tools reduce investigation timelines by automating triage, surfacing related data and providing visual evidence chains.

A purpose-built solution

CGI's comprehensive fraud prevention solution—running on AWS Cloud—enables agencies to modernize their fraud detection and response capabilities while remaining agile, secure and scalable.

Key solution components include:

- **API-driven orchestrator framework:**
A modular system that integrates seamlessly with legacy and modern systems to enable real-time data sharing, risk scoring and response orchestration.
- **AI-powered fraud risk assistant:**
An analytics engine that evaluates transactions in context, applying AI-generated risk scores to prioritize cases and minimize false positives.
- **Identity resolution services:**
Advanced identity matching and verification protect against synthetic ID use, duplicate applications and impersonation fraud.
- **Linked background insights:**
Pulls together financial, employment and public records to identify conflicting claims and establish comprehensive fraud profiles.

More than just technology: Governance and change management

Technology is only one part of the equation. Successfully implementing fraud prevention programs requires a strong operational foundation that includes:

- **Policy and governance alignment:**
Establishing fraud response policies, escalation protocols and cross-agency collaboration standards.
- **Staff enablement and training:**
Equipping staff with the tools, knowledge and workflows needed to effectively engage with fraud prevention systems.
- **Change management:**
Supporting the transition to new platforms and mindsets, minimizing disruption and driving adoption across departments.

CGI's anti-fraud expertise:

- 1000+ anti-fraud experts across CGI US, Canada and Europe
- Experience across banking, insurance and federal government
- Multiple fraud-prevention offerings including CGI ProperPay, CGI Hotscan360, Digital Blacklight and Fraud, Waste and Abuse Prevention Platform
- Preferred partnership with TrackLight team bringing a combined 200 years of government fraud experience
- AWS Advanced Tier Services Partner with Government Consulting and Migration and Modernization Consulting Competency

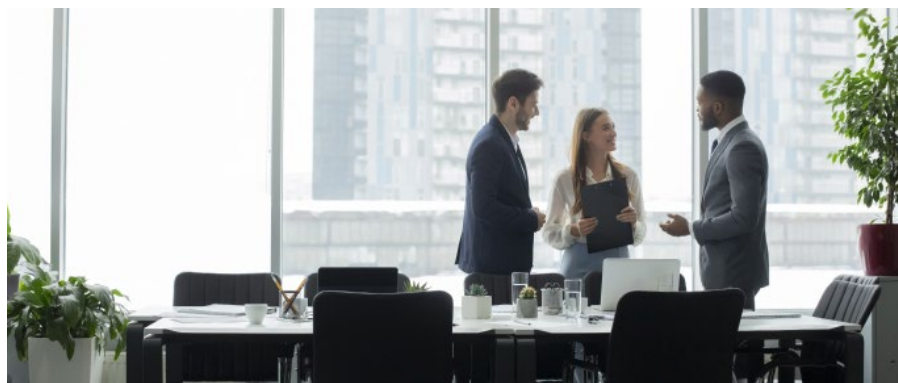
The CGI + TrackLight + AWS advantage

This three-way collaboration brings together:

- **CGI's** deep domain experience supporting U.S. federal and state agencies with secure, mission-aligned digital solutions
- **TrackLight's** advanced behavioral analytics and AI fusion capabilities, which power real-time risk detection by combining structured and unstructured data across disparate systems
- **AWS's** scalable, FedRAMP-authorized cloud infrastructure, enabling real-time analytics, automation and continuous innovation

Together, this ecosystem provides:

- Proven scalability and resilience
- Secure integration with existing environments
- End-to-end visibility into fraud prevention activities
- Continuous evolution to address emerging threats



From reactive to resilient

Fraud prevention is no longer about chasing what's already happened—it's about building systems that anticipate, prevent, and adapt. With the right tools, partnerships, and strategies, agencies can stay ahead of fraudsters, protect public funds, and restore confidence in the systems that serve our most vulnerable populations.

By embracing a comprehensive, intelligent approach—enabled through CGI, TrackLight and AWS—agencies can unlock both operational efficiency and public trust—two pillars essential to any modern public service organization.

About CGI Federal

CGI Federal Inc. (CGI), a wholly owned U.S. operating subsidiary of CGI Inc., is a leading technology and professional services company that serves federal agencies across defense, civilian, healthcare, justice, intelligence and international affairs. With nearly 8,000 professionals, we work with our clients to modernize government through innovative technology solutions, flexible delivery models and a commitment to achieve mission outcomes.

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