

To show our continued commitment to keeping you informed throughout this evolving pandemic, I would like to provide you with this week's pandemic plan update.

The safety and legal updates in our [previous pandemic updates](#) remain in place.

# What You Need to Know

**CoventBridge Is Open In All States**

**Social Media Activity Continues to Increase, Providing Strong Investigative Support**

**Virtual Statements & Interviews Are Available**

**Outdoor Activity is Providing Strong Surveillance Footage**

**Our Virtual Investigative Tools Are Soc 2 Type II Certified and HIPAA Compliant**

**International Investigations are Underway**

**We Are Conducting Scheduled In-Person Interviews & Statements**

**Virtual 24/7 Surveillance Is Available**

## STATE RESTRICTION UPDATES:

- States are going through the process of determining what date they will re-open and the safety measures that will be implemented when they do. Many of these states are planning soft openings that will slowly ease the quarantine restrictions currently in place. We are monitoring these changes and will update you as states reveal solid re-open dates and plans.

## POTENTIAL COVID-19 RELATED FRAUD:

### This Week - Vehicle Related Fraud:

- **Contracting COVID-19 in The Workplace:**

- As we know, COVID-19 is an airborne illness, making it more easily transmittable between employees. Due to the easy transfer of this virus and financial pressure on employees, we may see a rise in employee's claiming that they contracted the virus from the workplace, even if they didn't contract it there. Determining the source of contraction or likelihood of contraction may be difficult, but it will be key in the investigation process. Essential workers in this scenario will require different claims handling.

- **Transitioning to Work from Home Environments:**

- Many employers transferred their office-based employees to a work from home environment. We anticipate an increase in Workers' Compensation injury claims, especially unwitnessed injuries. Prompt claims handling to document the details of the incident and injury will be a key to identifying and investigating potential fraudulent claims. An in-person (if possible) or compliant virtual video recorded statement will provide the most detailed information, inclusive of visual inspection of the area of the injury, the workspace, as well as more in-depth details.

- **Existing Workers' Compensation Claims:**

- Before COVID-19 began there were many individuals on workers compensations claims that may have recovered and been able to return to work. However, due to the current environment and/or status of the employer's business, some claimants may malingering in their comp status in lieu of returning to work. Delays in treatment and IME's that were not available during the pandemic could also contribute to longer claim status.

- **Mental Health & Stress Related Claims:**

- Increases in claims related to mental health and stress-based impacts from the Pandemic are expected. These claims should be promptly investigated with thorough social media searches before, during, and after the quarantine. This partner with manned surveillance will help in determining the claimant's actions outside the home.

## INVESTIGATIVE TECHNOLOGY DURING COVID-19

- In the rush to implement virtual investigative tools by others during this pandemic, we have seen an increase in the number of organizations utilizing Non-HIPAA compliant or SOC2 Type II certified investigative tool. Ensure you and your client data is protected. Below are a few articles that can assist your evaluation, or contact us at [Security@coventbridge.com](mailto:Security@coventbridge.com)

### Utilizing Virtual Tools - IS YOUR DATA AT RISK?

### Certified? Says Who? What IT Means To Be SOC 2 Type II Certified Vs. Compliant

### CoventBridge's Virtual Investigative Tools

**Sample Surveillance Footage from April 17 - April 22, 2020**



FL

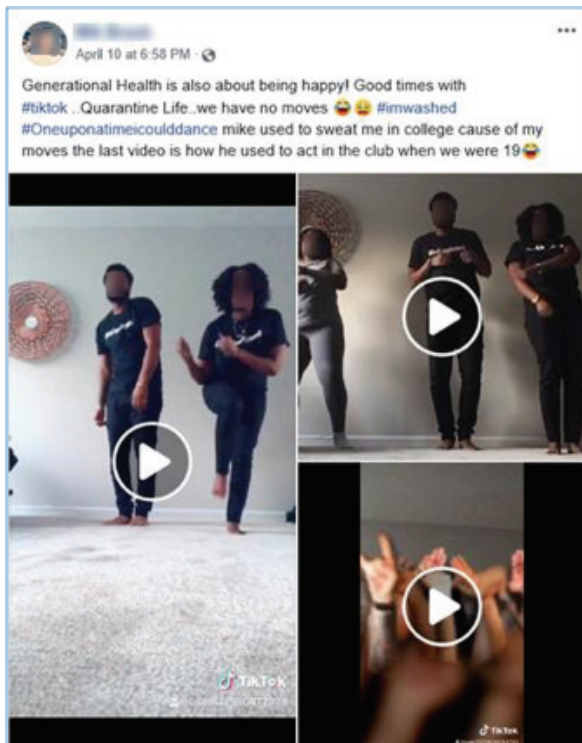


VA



CA

**Sample Social Media Investigations from April 3 - April 10, 2020**



If you need to reference these updates at any time, please navigate to our website's dedicated [Pandemic Plan](#) webpage.