

More Than Software, A True Partner

Implementing the HCFSPPlatform™ is only the beginning. Healthcare Fraud Shield provides ongoing support designed to help clients maximize platform value, strengthen fraud, waste, abuse, and error (FWAE) programs, and achieve long-term operational success.

Our clients consistently cite customer service, responsiveness, and partnership as key reasons they choose HCFS.

PROVEN CLIENT SATISFACTION

9.62/10

Customer Service Rating



“One of the most outstanding vendors I have worked with in my 20+ years in the industry. It is hard to fully appreciate all of the great work that the team does daily, and their commitment to value, client satisfaction, and relationship building cannot be matched.”



Direct Access to Experts

Connect with HCFS professionals who know your business.



No Outsourcing or Offshoring

All support is provided by HCFS employees based in the U.S.



Responsive & Reliable

You'll receive regular updates and proactive communication.



Committed to Your Success

You get strategic guidance to help your team achieve long-term success



Issue Resolution & Escalation

We follow a structured process to ensure every issue is addressed promptly and effectively.

- ✓ Submit requests via email or phone
- ✓ Tracked in our ticketing system
- ✓ Severity based triage & escalation
- ✓ Regular updates until resolved



Training & User Enablement

We empower your team to become confident, efficient, and successful HCFSPPlatform users.

- ✓ New user onboarding & role training
- ✓ **Live monthly refresher trainings**
- ✓ Product updates & release training
- ✓ Best practices & knowledge base access



Ongoing Partnership

We work with you as a partner to optimize your program and drive continuous improvement.

- ✓ Dedicated client engagement support
- ✓ Quarterly business reviews
- ✓ Product roadmap discussions
- ✓ Workflow optimization recommendations



Self-Service Resources

Tools and resources that help your team get the answers they need fast and stay productive.

- ✓ Platform user guides & documentation
- ✓ Recorded training sessions
- ✓ Release notes & product updates
- ✓ QueryShield reporting & insights



Stay current and get more value with **Live Monthly Refresher Trainings**

- ✓ Focused sessions on different platform features and capabilities each month
- ✓ Live, interactive, and led by HCFS experts
- ✓ Real-world use cases and tips
- ✓ Q&A and best practice sharing
- ✓ Recordings available for on-demand access

From onboarding to optimization, HCFS provides the support guidance, and responsiveness your team needs to maximize the value of the HCFSPPlatform.



Experience the HCFS Difference

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Healthcare Fraud Shield