



**parma**  
public agency risk managers association



**PROBE**

# EVERYONE LIES

- SUMMARIZED VERSION OF THE PRESENTATION
  - VIDEOS HAVE BEEN REDACTED

---

GRANCELL, STANDER, REUBENS, THOMAS & KINSEY

Ted Richards, Attorney at Law, Certified Specialist WC Law

&

PROBE INFORMATION SERVICES, INC.

Dalene Bartholomew, CFE, CIFI, Vice President

Not all Lies are Harmful



Does this box make my butt look big?

Presentation focuses on lies intended to obtain unwarranted benefits and provides solutions

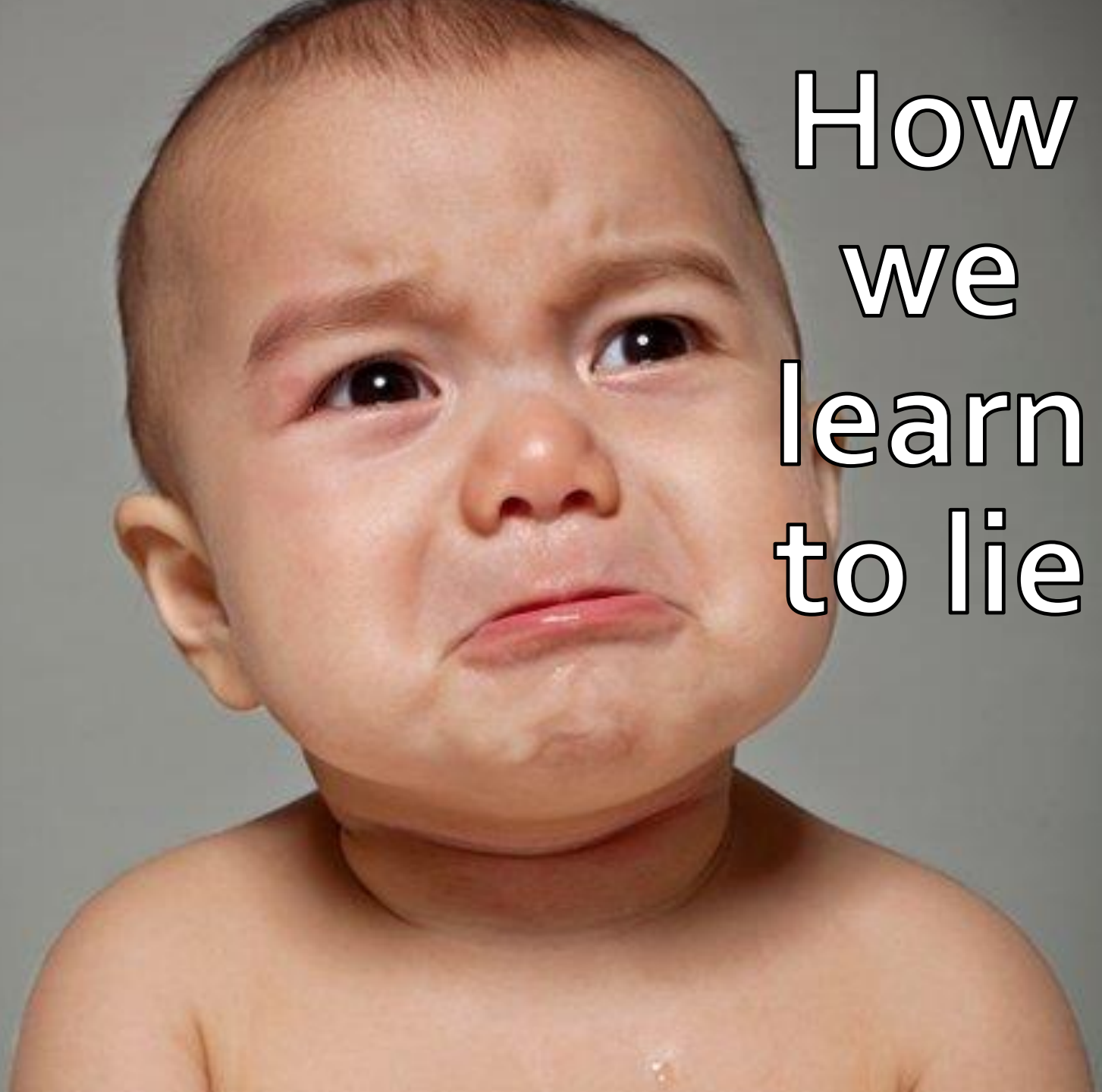


# Recognize Deceit, Use Tools to Obtain Evidence & Pay Only Warranted Benefits

- Compensability & Apportionment
- Accurate PD & Medical Benefits
- Malingerers RTW & Combat Fraud
- Appropriate Settlement Valuation







How  
we  
learn  
to lie

Most people are  
not good liars



# When do people lie most often?

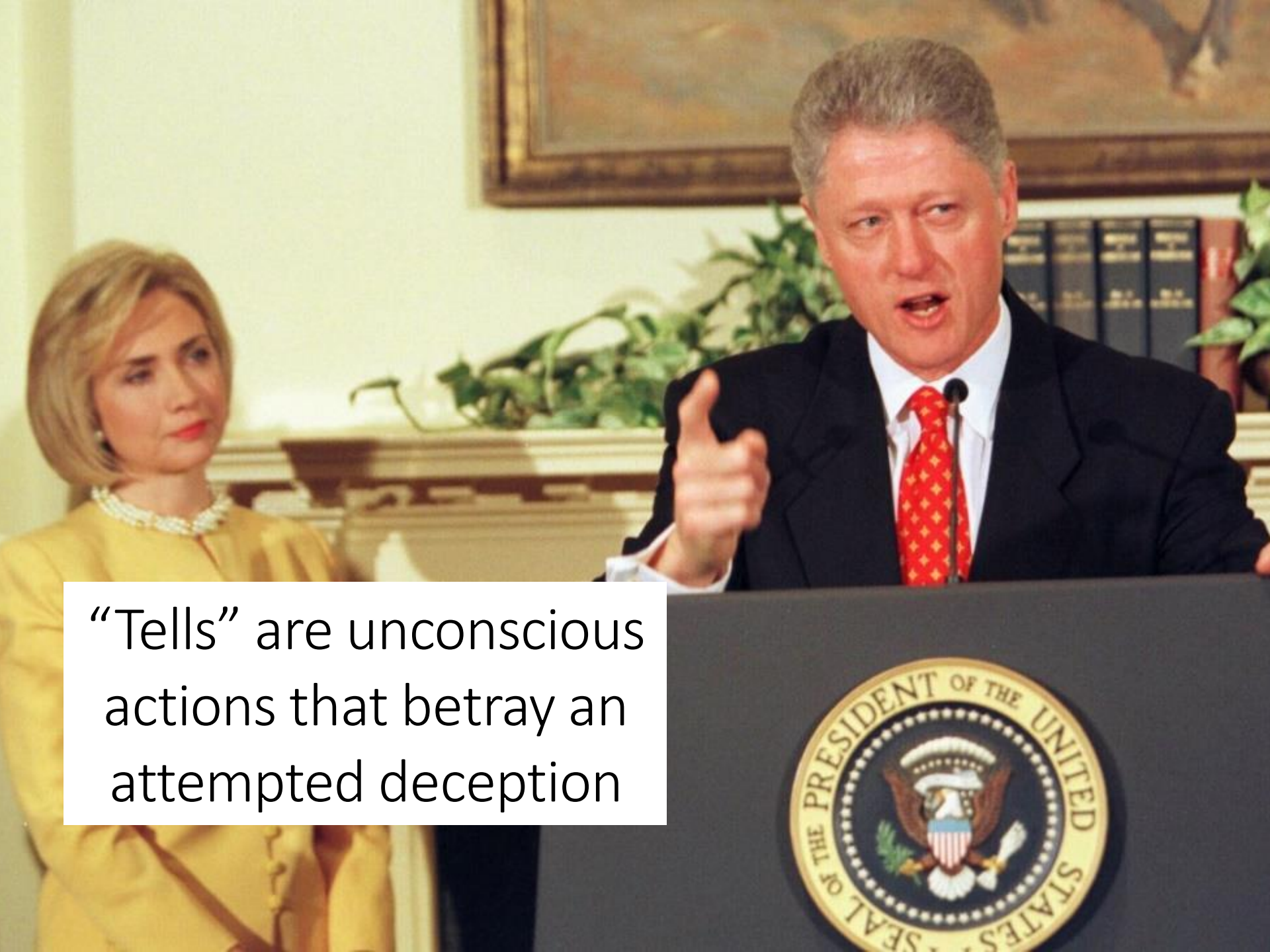
- 
- Phone
  - In person
  - Email

# Traits of Lying

- Extroverts vs. Introverts
- Men vs. Women
- Co-Workers vs. Strangers







“Tells” are unconscious actions that betray an attempted deception

# Common Lies and Solutions



# Visual Signs of Deception







**HAPPINESS**



**DISGUST**



**SADNESS**



**SURPRISE**



**FEAR**



**ANGER**



**CONTEMPT**





Scott Peterson was convicted of killing his pregnant wife Laci Peterson.  
Does he display inappropriate emotions?



- Neutral investigations, not interrogations
- Open-ended questions and active listening





**IDENTIFY PERSONAL BIASES**

A photograph of Michael Scott from the TV show 'The Office'. He is wearing a light-colored dress shirt and a patterned tie, sitting at his desk. He is on a black corded telephone, looking slightly to the left with a neutral expression. In the background, there are office shelves with binders and a framed document on the wall. The text 'Verbal Signs of Deception' is overlaid in large white font with a black outline across the center of the image.

# Verbal Signs of Deception





**How can surveillance prove  
deceit and assist the claim?**

A man in a dark suit and tie is speaking into a microphone. The background is a dark blue night sky with a city skyline illuminated by various lights, including a prominent red light. The overall scene suggests a formal event or a news broadcast.

# Social Media Detects Deceit

# Written Lies







**LIES BY MEDICAL  
PROVIDERS**



# SOLUTIONS PROVIDED



# SOLUTIONS PROVIDED





THANK YOU



GRANCELL, STANDER, REUBENS, THOMAS & KINSEY

**Ted Richards, Attorney at Law**

TRichards@grancell-law.com | 916.922.7390

PROBE INFORMATION SERVICES, INC.

**Dalene Bartholomew, CFE, CIFI, VP**

Dalene@probeinfo.com | 916.676.4976