

## TIPS FOR CREATING A COMPELLING COVER LETTER

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A well-written cover letter can often entice a potential employer to contact you. The best cover letters are those that align your skills and experience with the specific requirements of a job. Start with a solid foundation and format, then work in the information that is relevant to the opening you are pursuing. We have provided a **Cover Letter Template** you can use as a starting point. We've also given you our personal cover letter, to give you even more examples and information. Please use whatever wording and language you like!

### THE GOALS OF A COVER LETTER

- Make connections between job requirements and your experience.
- Demonstrate expertise by using key words specific to the job, industry, and company.

### TAILORING YOUR COVER LETTER SECTIONS

**Date and Company Address:** Format your cover letter as a business letter, complete with date, name and title of addressee, and company name and address.

**Reference Line:** Put the job reference number and job title on this line. It will tell the reader exactly what position you are focused on and will assist with keyword searches.

**Salutation:** The old standby of "To whom it may concern" will date you now. Instead, use the hiring managers name if you have it; alternatively, you can use Dear Hiring Manager.

**Opening:** The opening paragraph of your letter is designed to quickly inform the reader about which position you are replying to; when done well, this paragraph can entice the reader to continue to the next section of the letter.

**Body:** In the body of the letter you will provide information about your experience as it relates to the demands of the position. Identify up to five requirements of the position that align well with your experience. You will mirror the key words from the job description throughout the cover letter and especially within this section.

**Closing / Call to Action:** Summarize any additional points about your experience that are relevant to the position and invite the person to contact you.

**Signature:** Include your name where a signature would traditionally be on a letter.

### CHECKLIST FOR TAILORING YOUR COVER LETTER

- Review the company, position, and industry; pick out key words from the job advertisement and from the company website.
- Decide whether you will send the letter as a separate document, within the body of an email, or pasted in a text box on an online application page.
- If the cover letter will be sent as a separate document, add your name and contact information to the top of the page in the same letterhead format that is used on your resume.
- Include the position title and reference number when available.
- Decide how you are going to sell yourself – what are they really looking for? Be sure you are addressing the specific requirements of the position.
- Do not merely repeat information from your resume, approach it from the view of the potential employer searching for a candidate with a certain set of skills and experience.
- If you have a personal connection at the company, mention the relationship in the opening paragraph.
- Try to vary the construction of your sentences. Creating sentences without starting with the word "I" will place the emphasis is on the work rather than on you.

## SAMPLE JOB POSTING

600543 - Senior Healthcare FWA Investigator – Nationwide

The Senior Healthcare **FWA Investigator** will be responsible for investigating suspected and validated fraudulent behaviors in healthcare. These cases can be very complex, and you will see an average of **5 to 10 new cases per week**, and maintain a **caseload of approximately 25-30 cases** at any given time. The Senior Investigator will be responsible for **triaging, investigating and resolving instances of healthcare fraud and/or abusive conduct by the medical profession, insured members or the broker community**. You will **conduct confidential investigations, document relevant findings, and report any illegal activities in accordance with all laws and regulations**. The Senior Investigator may also **conduct onsite provider claim and/or clinical audits** (utilizing appropriate personnel) to **gather and analyze all necessary information and documents** related to the investigation. They will act as a subject matter expert with **identifying, communicating and recovering losses** as deemed appropriate. When required, they will **provide testimonials** regarding the investigation.

### REQUIRED QUALIFICATIONS:

- Associates **Degree (or higher) in the area of Criminal Justice** or related field
- **3+ years of experience** working in a **FWA or Fraud investigations role**
- Experience **researching, compiling and reviewing data to develop error-free reports**
- Exceptional **written, verbal, analytical, organizational, time management, and problem solving skills**
- An intermediate level of **knowledge with Local, State & Federal laws** and regulations pertaining to insurance

### QUALIFICATIONS:

- Experience with **FWA regulatory reporting**
- Experience with the **group health business**, particularly within **claims**
- Experience with **compliance and regulatory reporting**
- Professional certification as a **Certified Fraud Examiner (CFE), Accredited Healthcare Fraud Investigator (AHFI)**, or similar
- **MS Access** experience

## SAMPLE COVER LETTER TAILORED TO THE JOB POSTING

Once you've identified the keywords in the job description (highlighted in yellow above), use those words and phrases within your cover letter. Review the excerpt below of a cover letter used in application of the above position.

RE: 066543 – Senior Healthcare FWA Investigator – Nationwide

Dear Hiring Manager:

As a Certified Fraud Examiner with **5 years of experience**, I was extremely excited to see the advertisement for the **senior healthcare FWA investigator** on the Nationwide career page. Upon reviewing the specifics of the position, I see several ways my experience directly aligns with your needs. Specifically:

- **Industry Expertise:** 5+ years of experience **investigating healthcare fraud, waste, and abuse cases** for a national group health business in the US.
- **Subject Matter Expertise:** **Conduct confidential investigations** of complex cases revealing multiple layers of healthcare fraud involving **medical professionals, insured members, and the broker community**. Captured \$500K monthly in savings by **directing anti-waste and anti-abuse initiatives within facilities**.
- **Case Management:** Took on **40+ new cases monthly**, handling cases from **initial triage and investigation to final resolution, recovery, and reporting**.
- **Legal & Compliance Reporting:** Worked closely with **law enforcement officers and regulators** to ensure all **illegal activities are reported and prosecuted** in accordance with **company policy and compliance codes**.

In addition to the above experience, I also hold a **bachelor's degree in criminal justice**, attained the **Certified Fraud Examiners (CFE)** designation in 2013, and am currently pursuing the **Accredited Healthcare Fraud Investigator (AHFI)** certification.

Thank you, in advance, for considering my application for the **Senior Healthcare FWA Investigator** position. I welcome the opportunity to discuss how we can put my skills and experience to work for Nationwide.

Sincerely,  
Jane Smith