



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2009-40
July 7, 2009

To: Transitional Assistance Office Staff
From: John Augeri, Assistant Commissioner for Field Operations
Re: TAFDC, EAEDC and SNAP – Fraud Hotline Procedures

Overview

Currently, designated staff at the Fraud Hotline, Fraud Investigations and Data Matching Unit (FIDMU) at Central Office receives and responds to all calls placed to the Fraud Hotline. They respond to each call by comparing information received with information entered in BEACON. If the information received requires further investigation, FIDMU staff completes the new Fraud Hotline Referral form (Attachment A) and emails the form to the appropriate TAO Director.

Purpose of Memo

This Field Operations Memo explains the amended procedures FIDMU staff and case managers use to process Fraud Hotline complaints. These procedures have been developed for consistency, and are designed to ensure that information sent to and from the TAO is timely, accurate and, to the degree possible, verified.

FIDMU Staff Responsibilities

Upon receipt of a Fraud Hotline call, FIDMU staff will:

- access BEACON to determine if the subject of the referral is a current or former client;
- determine whether the reported information is already known to the Department;
- if the information is not known, attempt to verify the allegations;

**FIDMU Staff
Responsibilities
(continued)**

- complete and email the Fraud Hotline Referral form to the appropriate TAO Director (who will email the form to the appropriate case manager); and
 - fax any available, existing documentation to the appropriate TAO Director (who will give the information to the appropriate case manager).
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**Case Manager
Responsibilities**

Upon receipt of the Fraud Hotline Referral form and any existing documentation from the TAO Director, the case manager will:

- review all documentation received;
 - schedule an appointment with the client to discuss the allegations;
 - if appropriate, create an AR (Accounts Receivable) Referral in BEACON following procedures in *A User's Guide: Transitional Assistance Programs and BEACON, Chapter II-E, Completing the AR Referral*. The referral explains the reason for the overpayment and cites the supporting documentation (i.e. wage stubs, bank account number, etc) leading to the referral;
 - complete the "TAO Use Only – Reply Section" of the Fraud Hotline Referral form identifying the action taken using the appropriate action code found on the bottom of the form; and
 - return the completed form *via email* to the appropriate FIDMU staff member who sent the original email no later than the 21st day from the date the FIDMU staff member sent the original email.
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Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

Attachment A



Massachusetts Department of Transitional Assistance

Fraud Hotline Referral

Program _____

TAO _____

Case Manager _____

Other Person in Home

Name _____

Social Security Number _____

Relationship _____

Subject Information

First _____ Last _____

Full Address _____

Social Security Number _____

Date of Birth _____

Allegation(s)/Details

- Employed
- Residence
- Assets
- False Identification
- Child Support Payments
- NCP/Spouse in Home
- Multiple Assistance
- Dep(s) Not in Home
- Unemployment Compensation
- Workers Compensation
- SNAP Trafficking
- Other _____

Date of Call	Time of Call	Source	Current Assistance	Date Sent to TAO
_____	_____	_____	_____	_____

TAO Use Only – Reply Section

Date Returned to FIDMU	Case Action Codes	Closing Reason(s)
_____	_____	_____

Additional Information

I. Case Action Codes

II. N= New info reviewed – no change in Eligibility

III. O= Old info reviewed – no change in Eligibility

IV. C= Closed due to Hotline info

V. R= Reduced due to Hotline info

VI. T= Terminated due to Other info

VII. B= Fraud and/or Overpayment referral due to Hotline info

VIII.* If the Hotline information results in a closing or reduction a fraud and/or overpayment referral must be created if the information may have an effect on past eligibility.