



COMMISSIONER
Jon Weizenbaum

Memorandum

To: Community Services Regional Directors
Community Services Program Managers

From: Lisa Akers-Owen
Section Manager
Community Services and Program Operations

Subject: Process for Reporting Suspected Fraud by an Individual, Employer or
Employee in the Consumer Directed Services Option

Issuance Date: December 16, 2013 CSPO 13-12-001

Effective Date: January 2, 2014

This memorandum applies to Community Based Alternatives (CBA), Community Care for Aged and Disabled (CCAD), and the Medically Dependent Children Program (MDCP).

This memorandum establishes procedures for reporting suspected fraud in the Consumer Directed Services (CDS) option to the Office of Inspector General (OIG). This applies when there is suspected fraud committed by the individual receiving services, the CDS employer or the CDS employee. This does not apply to provider fraud.

When the DADS case manager suspects fraud was committed by the individual receiving services, the CDS employer or the CDS employee, or is made aware of suspected fraud from an entity other than the Financial Management Services Agency (FMSA), the DADS case manager must report the suspected fraud to the OIG. The case manager can submit the referral using the OIG website, <https://oig.hhsc.state.tx.us/wafrep/>, or by calling 1-800-436-6184. The case manager must inform the OIG the individual is using the CDS option.

If the case manager does not receive a referral number after submitting the information on the OIG website, it means the referral may not have transmitted successfully. The case manager must call 1-800-436-6184 to confirm the OIG received the referral and ask for the referral tracking number. The case manager must document the suspected fraud and referral information on Form 2058, Case Activity Record, for CBA and CCAD, or Form 2405, Narrative Notes, for MDCP, in the individual's case file.

Once the DADS case manager submits the fraud referral to the OIG, the case manager

Process for Reporting Suspected Fraud by an Individual, Employer or Employee in the
Consumer Directed Services Option

December 16, 2013

Page 2

must inform the FMSA about the suspected fraud and that a referral was made to the OIG using Form 2067, Case Information. The case manager must also send a secure email to CDS Operations staff, [cgs@dads.state.tx.us](mailto:cds@dads.state.tx.us), at State Office containing the following information for tracking purposes:

- Name of the FMSA
- Name of the person(s) suspected of committing fraud (include as much identifying information as possible, such as social security number, Medicaid number, date of birth, address and phone number)
- Brief summary of the fraud allegation, including dates and estimated cost as a result of the violation
- Date the fraud allegation was reported to the OIG and the OIG referral tracking number
- Program or service impacted (e.g. CBA, CCAD, MDCP)
- Contact information for the DADS case manager who submitted the referral and the DADS office where the case manager is located

When an FMSA suspects fraud was committed by the individual receiving services, the CDS employer or the CDS employee, the FMSA will make a referral to the OIG. The FMSA will inform DADS CDS Operations staff at State Office that the FMSA submitted a fraud referral to the OIG for tracking purposes.

The FMSA will also inform the DADS case manager that a fraud referral was submitted to the OIG using Form 2067. The DADS case manager must file Form 2067 received from the FMSA in the individual's case file. No further action is needed by the case manager regarding the fraud referral once the FMSA notifies DADS the referral was made to the OIG.

If you have any questions regarding this memorandum, your regional representative may contact Ginny Grote at 512-438-4208.

LAO:cw