



**Department of Human Services  
Online Directives Information System**

**Index: POL1855  
Revised: 03/09/2021  
Next Review: 03/08/2023**

**SUBJECT: Referral Process**

**Policy:**

Requests for investigation of suspected fraud and intentional program violations on the part of a Supplemental Nutrition Assistance Program or Temporary Assistance for Needy Families recipient must be submitted to the Department of Human Services (DHS) Office of Inspector General (OIG). The Benefits Integrity and Recovery Unit (BIRU) will review referrals and investigate cases of suspected fraud and abuse in a timely manner.

The DHS has established a toll-free fraud hotline (1-844-694-2347) that is available 24 hours a day, seven days a week. All calls are reviewed and if appropriate, documented on a DHS OIG Fraud and Abuse Reporting Form, which is subsequently routed to the appropriate Division of Family and Children Services office for investigation and follow-up.

**A. Authority**

[O.C.G.A. 49-4-15](#)

**B. References**

Benefit Recovery Manual (Vol. IV) MAN3450  
Code of Federal Regulations [7 C.F.R. § 273.18](#)

**C. Applicability**

Suspected intentional program violations are reported to the OIG/BIRU to investigate.

**D. Definitions**

Suspected intentional program violations are allegations of suspected fraud, misuse and trafficking of public assistance benefits.

**E. Responsibilities**

1. The OIG/BIRU Director is responsible for oversight of POL 1855.
2. The BIRU State Operations Unit updates procedures to implement this policy.

**F. History**

**G. Evaluation**

The OIG/BIRU evaluates this policy by:

1. Monitoring and completing an annual review to confirm accuracy of suspected intentional program violation referrals.
2. Passing any audit(s) with no findings.