



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

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CUSTOMER ENGAGEMENT PROTOCOLS

The Office of Inspector General (OIG) Benefit Integrity and Recovery Unit (BIRU) is responsible for investigating suspected intentional program violations and allegations of fraud and abuse in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) administered by the Department of Human Services (DHS).

The OIG BIRU Claims and Collections Unit conducts overpayment and underpayment determinations in TANF and SNAP. The unit also manages the Federal Treasury Offset Program and State Debt Setoff Program for the DHS.

Any inquiries or concerns about the TANF and SNAP programs should be handled as follows:

- Inquiries concerning allegations of suspected fraud by recipients of TANF or SNAP assistance should be directed to the county Division of Family and Children Services (DFCS) office of residence for the benefit recipient.
- Inquiries from other state agencies concerning dual issuance of benefits from a recipient of SNAP, including inquiries concerning a detailed listing of recipient transactions from the State's electronic benefit transfer system, should be directed to the DFCS call center at 1-877-423-4746.
- Inquiries concerning an interception of federal or state benefits including Internal Revenue Service and Georgia Department of Revenue tax refunds for a SNAP or TANF debt should be directed to the DHS OIG.
- Inquiries concerning alleged fraud by a retailer or merchant should be directed to the DHS OIG.