



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

**Index: POL 1855  
Revised: 04/12/2019  
Next Review: 04/12/2021**

## **REFERRAL PROCESS**

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.

## **HOTLINE REFERRALS**

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.