

## Appendix C

### IFM REFERRALS: When and Where to Make a Referral ~ Make Referral to Only One Unit

<b>FRONT END FRAUD (FEFU) REFERRALS</b>	<b>REPAYMENT INVESTIGATORS (RI) REFERRALS</b>	<b>CRIMINAL INVESTIGATOR (CI) REFERRALS</b>
<p>FEFU REFERRALS are made only for applications and recipients.</p> <p><b>REFERRAL PROCESS:</b></p> <ul style="list-style-type: none"> <li># Print ACCH Screen(s) in RAPIDS.</li> <li># Describe Questionable Eligibility Factors.</li> <li># Forward to FEFU Worker in your County.</li> </ul> <p><b>EXAMPLES OF APPROPRIATE REFERRALS:</b></p> <ul style="list-style-type: none"> <li># You receive a complaint that an unreported household member resides in the house and is working.</li> <li># Client reports newborn child to be added to case. You suspect that the ABSENT PARENT is in the home and working.</li> <li># Client applies for assistance claiming ZERO income, no work history, and NO Assets. HE/SHE has excessive expenses and recently paid rent receipts and is seen driving away in a new model vehicle. REFER TO FEFU and they will have a response within 10 working days since this is an application.</li> </ul>	<p>Referrals To Repayment Investigators are to be made for Cash Assistance and Food Stamp Cases due to Agency, UPV and IPV Errors of less than \$500.</p> <p><b>REFERRAL PROCESS:</b></p> <ul style="list-style-type: none"> <li># Complete BVRF Screen in RAPIDS.</li> </ul> <p><b>EXAMPLES OF APPROPRIATE REFERRALS:</b></p> <ul style="list-style-type: none"> <li># Client begins work on January 20, but does not report income until March 1.</li> <li># Client reports her children out of the home in February, however; the Worker does not take action until May. This is an agency error referred to the RI for repayment.</li> </ul>	<p>Referrals to Criminal Investigators are made when a Client INTENTIONALLY withheld information affecting eligibility for Cash Assistance, Food Stamps, Medicaid, Emergency Assistance, Day Care, and/or Leap, and the total overpayment exceeds \$500.</p> <p><b>REFERRAL PROCESS:</b></p> <ul style="list-style-type: none"> <li># Complete IFM-1. Include all information regarding the unreported information.</li> <li># Mail Completed IFM-1 to IFM Headquarters in Charleston.</li> </ul> <p><b>EXAMPLES OF APPROPRIATE REFERRALS:</b></p> <ul style="list-style-type: none"> <li># Client admits that HER HUSBAND is and has been in HER Household. Take Corrective Action and complete IFM-1.</li> <li># It is discovered Client has been employed for Months and not reporting it to the Agency. <b>Take Corrective Action and complete IFM-1 to Investigator.</b></li> </ul> <p><b>DO NOT REFER</b> if the client is over 70 years old, the fraud occurred 2 or more years ago, or the client is terminally ill or not capable of understanding policy. Administrative Claims must still be established and are referred to the RI.</p>

**DO NOT DISCUSS FRAUD OR REPAYMENT WITH THE CLIENT OR THREATEN WITH CRIMINAL PROSECUTION.**