



MCO Fraud Complaints and Credible Allegations of Fraud (CAF) Referrals

What do I do if I identify potential fraud, waste, or abuse?

Health Maintenance Organizations (HMOs) must report the allegations to the Office of the Inspector General (OIG) using either the fraud hotline or online reporting portal.

- Call the fraud hotline 877-865-3432.
- Use the online reporting portal:
www.reportfraud.wisconsin.gov/rptfrd/default.aspx

You must also send an email to the Division of Medicaid Services (DMS) at DHSLTCFiscalOversight@wisconsin.gov.

When should I make a complaint?

Report the complaint as soon as you identify the potential fraud, waste, or abuse. If using fire safety as an analogy, contact OIG and DMS when you see or smell “smoke.”



What do I do after I make a complaint?

- Investigate the allegations and collect evidence.
- Document your findings.
- Email DHSOIGManagedCare@wisconsin.gov and DHSLTCFiscalOversight@wisconsin.gov to notify OIG and DMS of the outcome of your investigation.

Reminder: All fraud cases require you to make a complaint, but only credible allegations of fraud will require referral forms.

What do I do if I determine the allegation of fraud is credible?

- Continuing the fire safety analogy, if you discover evidence of fraud, or “fire,” complete the Medicaid Fraud Control and Elder Abuse Unit (MFCEAU) referral form ([F-02296](#)).
- Send the referral form to DHSOIGManagedCare@wisconsin.gov
- The purpose of this form is to refer the case to MFCEAU for investigation and possible prosecution.
- OIG may request additional information and necessary exhibits (case notes, evidence of payment, timesheets, etc.).



How does my referral get to the MFCEAU?

- OIG completes the remainder of the MFCEAU referral form ([F-02296](#)) and presents the case to OIG management and the Office of Legal Counsel.
- The Inspector General determines whether to send the case as a CAF to MFCEAU.
- If the MFCEAU accepts the referral, OIG will likely suspend payments to the provider.
- For additional information on payment suspensions, please refer to [P-01843](#).



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