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

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
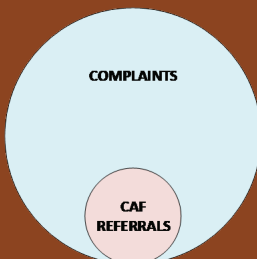
When should I make a complaint?

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

What do I do after I make a complaint?

- Investigate the potential fraud, waste, or abuse and collect evidence.
- Document your findings in the Fraud Allegation Review and Assessment (FARA) SharePoint site.
- Notify OIG of the outcome using the FARA SharePoint site.

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," notify your program integrity contact in the Division of Medicaid Services (DMS).
- They will assit you by completing the Medicaid Fraud Control and Elder Abuse Unit (MFCEAU) referral form (F-02296) and notifying OIG it has been uploaded to the FARA SharePoint site.
- The purpose of this form is to refer the case to MFCEAU for investigation and possible prosecution.
- You will be responsible for providing any additional information and uploading the necessary exhibits (case notes, evidence of payment, timesheets, etc.) to the FARA SharePoint site.

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.

WISCONSIN DEPARTMENT of HEALTH SERVICES

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