



COMMISSIONER
Jon Weizenbaum

September 20, 2013

To: Financial Management Services Agencies

Subject: Information Letter No. 13-64
Consumer Directed Services Recipient Fraud Reporting Procedures

The purpose of this letter is to inform financial management services agencies (FMSAs) of new fraud referral tracking procedures for the Consumer Directed Services (CDS) option in Department of Aging and Disability Services (DADS) programs.

DADS requires FMSAs to report suspected fraud committed by the CDS employer or employee to the Office of Inspector General (OIG), either online or by phone. Reports must be filed as "recipient fraud." In the allegation summary specify the report as **CDS recipient fraud**.

Effective September 17, 2013, FMSAs will no longer file a duplicate fraud referral with DADS Consumer Rights and Services. Instead, FMSAs will notify DADS CDS Operations staff by sending a **secure encrypted email** to cds@dads.state.tx.us with the following information:

1. Name of FMSA;
2. Name of suspect(s) (e.g., employer/employee or other persons involved);
3. All available identifying information (e.g., social security number, date of birth, address and phone number) for each suspect;
4. Brief summary of fraud allegation, including dates and, if known, estimated cost of violation;
5. Date fraud allegation was reported to OIG;
6. OIG referral tracking number. If the OIG tracking number is not known (24 hours after reporting the allegation to OIG) call 1-800-436-6184 to confirm OIG receipt of the allegation;
7. Name of the program or service (e.g., Community Living Assistance and Support Services, Home and Community-based Services, Texas Home Living, Medically Dependent Children Program);
8. Contact information of FMSA staff submitting the referral; and
9. Contact information of case manager or service coordinator.

The requirement for FMSAs to inform the DADS case manager or local authority service coordinator of a fraud referral submitted to OIG, as required by 40 Texas Administration Code (TAC) Chapter 41, Section 41.313 (c)(1), still exists.

HHSC requires FMSAs to report suspected fraud in Medicaid managed care programs to the OIG and notify the managed care service coordinator of the referral.

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All allegations of abuse, neglect, or exploitation must continue to be reported to DADS Consumer Rights and Services.

If you have questions about the content of this letter, please send questions to cds@dads.state.tx.us.

Sincerely,

[Signature on file]

Lynn W. Blackmore
Director,
Center for Policy and Innovation

[Signature on file]

Elisa J. Garza
Assistant Commissioner
Access and Intake