

DHS-OIG

MICHIGAN INSPECTOR GENERAL SYSTEM (MIGS)

MAKING QUALITY FRONT-END ELIGIBILITY (FEE) REFERRALS

The Department of Human Services Office of Inspector General established FEE in response to the need for fraud prevention. Under FEE, DHS eligibility staff may request a pre-eligibility investigation by an OIG agent when it is believed that the client is intentionally misrepresenting information. FEE agents investigate, substantiate or refute discrepancies and suspicious activities. The goal of the FEE program is to obtain and maintain a partnership between the local office staff early in the eligibility determination process to reduce errors and overpayments. FEE has contributed to Food Assistance Program (FAP), Family Independence Program (FIP), Child Development and Care (CDC) and Medical Assistance (MA) eligibility determination error reduction.

Components of a quality FEE referral:

- The case should be active or pending for benefits.
- Ensure that policy supports why the household may not be eligible.
- Provide accurate case and individual demographics.
- Attach all supporting documentation.

Common Referral Reasons:

- **Do household expenses exceed income?**
 - e.g. Client claims to be unemployed but has a rental expense of \$700. Per landlord, the client is up to date with rent.
- **Does the client claim to be self-employed and requesting CDC?**
 - This is an automatic FEE referral per policy.
- **Does the household composition appear to be questionable?**
 - e.g. Client is 19 and on the previous application from the month prior, he listed residing with his parents. Parents refused to provide income and the application was subsequently denied. Client is now claiming he's homeless.
 - e.g. Client is under the age of 22, is claiming to be homeless but is using her parents' home address as the case mailing address.
 - e.g. A mandatory member moves into the home but Grantee of ongoing companion case and the new applicant claim to have separate living areas.
- **Does the client provide contradictory or questionable statements?**
 - e.g. Client calls to report that her spouse moved out of the home the month prior and the New Hire form she just received for his new employment with Kelly Services reminded her to report the change.
- **Does the client's income and asset statement appear to be questionable?**
 - e.g. Applicant submits an application for Medicaid and has a large hospital bill. The applicant is claiming none or limited income and assets but doesn't have a history of receiving public assistance.

Please don't:

- Ask OIG to verify details/information that can be asked during an eligibility interview or verified with a VCL. If unable to obtain clarification through the interview or a VCL, please document the client's statements and take the appropriate steps in making a FEE referral.
- Refer cases that have been closed or expected to close.