

**Appendix C**  
**IFM REFERRALS: When and Where to Make a Referral ~ Make Referral to Only One Unit**

<p><b>FRONT END FRAUD (FEFU) REFERRALS</b></p> <p><b>FEFU REFERRALS</b> 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><b>REPAYMENT INVESTIGATORS (RI) REFERRALS</b></p> <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><b>CRIMINAL INVESTIGATOR (CI) REFERRALS</b></p> <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>
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**DO NOT DISCUSS FRAUD OR REPAYMENT WITH THE CLIENT OR THREATEN WITH CRIMINAL PROSECUTION.**

