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| Acronym: **Medicaid Investigations Division (MID)**Government Entity: **North Carolina Attorney General’s Office, Department of Justice** |
| Contact Number (Can we get a complaint number, rather than a phone tree?) **919-881-2320****You can also report fraud or abuse online**[**HERE**](https://ncdoj.gov/responding-to-crime/health-fraud/health-fraud-reporting-form/)**.**Position of Contact Number Person**: Administrative Assistant fields calls and directs allegations to a Criminal Justice Analyst for report intake**Web address: [**https://ncdoj.gov/responding-to-crime/health-fraud/**](https://ncdoj.gov/responding-to-crime/health-fraud/)Social media: does the entity respond to inquiries via social media? Which social media outlet?  **Inquiries from social media handled by Attorney General’s Communications Staff.** |
| Which citizen problems the agency addresses: **Medicaid Fraud and Patient Abuse or Neglect** |
| What they will do**\* Civil****\* Criminal**\* Refer to other agency (federal? State?) **We evaluate referrals and forward to the appropriate agency, as needed** How do reporters/victims double check to ensure that this STILL is where they need to report? **Criminal Justice Analyst will confirm** |
| What they won’t do: **Medicaid recipient fraud (fraud by those being served Medicaid, including fraudulent eligibility and transferof assets), Medicaid recipient benefit information** |
| What information points do they need? Walk us through the process. **Complainant calls office or accesses online fraud tool. The more details provided, the better. A contact name and number are encouraged, although filing complaints anonymously is an option. For patient abuse allegations, photographs and details of incident are helpful.** **The Analyst creates an intake report and forwards the information to the Nurse Investigator (for patient abuse) or a Financial Investigator (for billing fraud). The Investigator(s) review the allegations, complete necessary background/preliminary research (review of medical records, police reports, claims data). A team at MID made of the Director, Deputy Director, Criminal and Civil Chiefs, Criminal Attorneys, Civil Attorneys, Supervisors and Investigators review referrals twice a month to determine if the referral meets the Medicaid nexus and would be an appropriate case to open for an investigation.**  |
| Who can make reports? **Anyone** |
| To the victim (and/or reporting individual) will the agency * Provide complaint #, copy of complaint, a concrete/beneficial/action that day, or status updates? **No**
* Confirm complaints? **With other sources - Yes**
* Seek restitution? **Yes – with criminal or civil penalties which are determined in court**
 |
| If the agency does not interact with victims, then explain* Where reports should be filed re: this issue to achieve a response &/or
* How taking the time to report is so important & is reflected in something reporters/victims can see? How is it making a difference?

**Due to the nature and sensitivity of the criminal and civil investigations and litigation, MID does not provide updates to victims, reporters, or third parties of any kind. If a case update is vital, one may follow up with MID’s Director.**  |