

CHAPTER 9

IHSS QUALITY CONTROL, ASSURANCE & IMPROVEMENT

CASE REVIEW REQUESTS/FRAUD

Review Requests/Fraud Referral Process

The IHSS Social Worker and/or the IHSS Social Work Supervisor can request a review of problematic cases for the following reasons:

- Assist with documenting potential fraud
- Provide additional documentation for an appeal
- Review and/or calculate a possible overpayment or underpayment
- Provide additional documentation for a Public Assistance Fraud Division (PAFD) referral
- Other appropriate situations as discussed and agreed on by the IHSS Social Work Supervisor and the Program Support Manager

The QCA Social Worker will review the case file in the same manner as cases reviewed from a random sample with the emphasis on the identified issue. The case will be added to a review list, a home visit conducted, and a written response sent to the IHSS Social Work Supervisor. Cases that appear to have fraud activity are to be referred by the IHSS Social Worker to PAFD.

Referrals are made to the Quality Control Unit by using the form IHSS QCA-12 IHSS QCA Review Request/Review Results (Attachments 9-I). When completing the referral, the information should be as complete as possible. The IHSS Social Worker may include any information that would be helpful in conducting an inquiry. Communication is encouraged between the IHSS Social Worker and the QCA Social Worker when dealing with a potentially fraudulent case. Referrals are submitted through the IHSS Social Work Supervisor and then sent to the QCA Supervisor. The IHSS Social Work Supervisor and the QCA Supervisor will review the referral for clarity and completeness. If the information is incomplete or the request is unclear, the referral will be returned to the IHSS Social Worker for additional information. If the information is complete, the QCA Supervisor will assign the referral to a QCA Social Worker.

The QCA Social Worker will conduct a full field review of the case using the form IHSS QCA-01 IHSS QCA Case Review Summary. Any necessary corrections should be noted and instructions included by the QCA Social Worker. When the case review has been completed, the QCA Social Worker submits the results with recommendations and observations to the QCA Supervisor for return to the IHSS Social Work Supervisor. If a fraud referral to PAFD is warranted, the IHSS Social Worker has the primary responsibility for completing the PAFD fraud referral packet. If appropriate, the fraud referral may also be completed by the QCA Social Worker along with any input provided by the IHSS Social Worker.

QCA Internal Fraud Policy

In the course of routine quality control activities, QCA Social Workers may discover an occurrence of potential employee fraud. Should an instance of employee fraud be suspected or found in the IHSS Program, the QCA Social Worker will report it immediately to his/her supervisor only. The Program Support Manager will contact the County of San Diego's Internal Security unit. In order to avoid any suggestion of collusion, AIS/IHSS administration is not to be

informed of the suspected fraud until Internal Security has investigated the situation and provided feedback. When Internal Security is prepared to discuss the situation, a joint meeting of that unit and IHSS management will be held.