Update 2004-6: Common Place eFRED Referral Changes

Background

“Electronic Fraud Early Detection” (eFRED) was implemented in September 2002 with the purpose to reduce the amount of time that is spent initiating a manual FRED referral. The implementation of eFRED:

• Expedites the referral process,

• Eliminates the need for investigators to travel to district offices to pick up FRED referrals,

• Sends the referrals via e-mail directly to the FRED investigators, and,

• Enhances the process for tracking referrals (information is kept in a database).

Changes

The following changes are incorporated into Chapter 27 “Fraud.”

eFRED Referral

Additional “optional fields” have been added to help clarify information for FRED investigators. The “Medi-Cal only” option has been removed from the eFRED referral, as the District Attorney’s (DA) office does not investigate Medi-Cal only case referrals. The following fields have been added or changed:

<table>
<thead>
<tr>
<th>eFRED Referral Section</th>
<th>Field Added or Changed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Information</td>
<td>• Address information is expanded to two fields</td>
</tr>
<tr>
<td></td>
<td>• Social Security Number</td>
</tr>
<tr>
<td></td>
<td>• Drivers License</td>
</tr>
<tr>
<td></td>
<td>• Spoken Language</td>
</tr>
</tbody>
</table>
Due to the overwhelming success of the eFRED process, the manual FRED process is obsolete effective 4/30/04.

**Note:**
eFRED is the electronic method in which to submit a FRED referral. The handbook will still refer to the process staff needs to follow prior to making a referral as the “FRED Referral Process.”

The Department of Health Services (DHS) Investigations Section handles Medi-Cal only referrals. The “Confidential Medi-Cal Complaint Report” (MC 609) must be completed and either mailed or faxed with appropriate verification directly to DHS Investigations Section in Sacramento:
Investigations - North  
1500 Capitol Avenue, MS 2201, Suite 72.648  
P.O. Box 997413  
Sacramento CA 95899-7413  

or  
Fax: (916) 650-6663  

General Fraud  
The procedures for General Fraud have not changed.  

Implementation  
Effective 4/26/04, the new fields will be updated on the eFRED referral site.  

Documentation  
The procedures for case documentation of FRED referrals have not changed. A printed copy of the online referral is still required to be filed in the case folder as well as documented on the “Contact Action Summary” (SC163). [Section 27.2.4]  

Data Systems  
The eFRED referral screen can be found on the SSA web site at:  
http://intranet.ssa.co.santa-clara.ca.us/department/fred/referral.html  

Forms  
The “Fraud Early Detection Referral” (SC1747) is obsolete as of 4/30/04.  
The “Confidential Medi-Cal Complaint Report” (MC 609) will continue to be used for referrals to DHS Investigations.  
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Other Programs  
Pertinent sections of the Medi-Cal Handbook will be updated as soon as administratively feasible.  

Clerical  
Office Management Coordinators (OMC’s) must ensure that:  

- All the “Fraud Early Detection Referral” (SC 1747) forms are removed from supply and recycled per district office policy effective 4/30/04.  

- An adequate supply of the “Confidential Medi-Cal Complaint Report” (MC 609) is available.
Kudos

Special thanks to Tomás Dolcini and the supervisory staff at AAC for providing input on the new eFRED fields.

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Department of Employment and Benefit Services

Contact Person(s): Sergio Nicolau, Program Coordinator, (408) 491-6700.
Filing Instructions for Update 2004-6: Common Place

eFRED Referral Change

<table>
<thead>
<tr>
<th>Remove</th>
<th>Replace with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 27, pp. 1-16(4/25/03)</td>
<td>Chapter 27, pp. 1-16(4/26/04)</td>
</tr>
</tbody>
</table>