FRAUD REPORT and CASE FLOW PROCESS

Intake Section receives a report of suspected fraud.

Reports are received via:
- Electronic submission
- TDI Website
- Written submission
- Telephone submission

Sources of reports of suspected fraud:
- Consumers
- Insurance Carrier
- National Insurance Crime Bureau (NICB)
- National Association of Insurance Commissioners (NAIC)
- National Healthcare Anti-Fraud Association (NHCAA)
- Internal TDI
- Law Enforcement Agencies
- Other State Agencies

Intake Section:
- Processes each report into the case management system (CMS) and analyzes each report. Additional information may be requested from the complainant or other source for evaluation.
- Notifies complainant that their report was received.

Does the report meet the criteria for a criminal investigation?

- YES
  - Intake Section forwards the report to a Supervisor for review and evaluation.
  - TDI Enforcement is notified on all cases when a licensee is the suspect.

- NO
  - Supervisor may:
    - Close the report; or
    - Open a case (investigation)
  - Supervisor opens a case in the CMS and assigns to an investigator.
  - Investigation is conducted.
  - Can a criminal offense be proven?

- YES
  - Investigative report is prepared and referred to prosecutor.
  - Notifications sent to:
    - Complainant
    - TDI Divisions
    - Law Enforcement Agencies
  - Case Closed

- NO
  - Intake Section forwards the report to an investigator for a second review. The investigator may:
    - close the report;
    - close the report and forwards to another TDI division as appropriate; or
    - forward to a Supervisor for further review.

Decision

Action