E Office of Special Investigations (OSI) - Acting on OSI Reports of Investigation (ROI)

After an investigation is conducted, a completed Report of Investigation (ROI) is forwarded to the local office for action. Complete the following when an ROI is received in the local office:

- When fraud is NOT indicated, approve or continue benefits as appropriate.
- When fraud IS indicated, complete the following:

  Review the ROI to determine whether the information was already provided and is currently in the case file.

  Request additional information from the PI to verify or clarify any newly reported eligibility factors documented in the ROI.

  Take appropriate action to complete the eligibility determination when the information or verification IS or IS NOT received. Complete the following:

  - Decrease or stop benefits, as applicable, allowing for NOAA when the requested information is not received
  - Notify the investigator of the results of the eligibility determination based on the investigation findings, using the OSI Case Action (OSI-002) form
  - Refer the case for potential overpayments as applicable
  - Send appropriate change notices when participants remain eligible

When a completed ROI is not received by the due date for determining eligibility, determine the status of the investigation. Review the FAA/OSI CASE HISTORY screen in AFTS and complete the following:

- When the COMPLETION DATE field is blank, the investigation is still pending. Send an e-mail to the investigator requesting the status of the investigation.
- When the COMPLETION DATE field displays a date, the investigation is closed. Send an e-mail to the investigator stating that the case is closed, but the ROI has not yet been received.

Do not delay determining eligibility on a case past the due date for determining eligibility when the ROI is not returned.