

## 07 Office of Special Investigations (OSI) - Overview

The Office of Special Investigations (OSI) was created by legislative action to investigate welfare fraud. OSI is headquartered in Phoenix with field offices in Flagstaff and Tucson.

The three major units of OSI are the following:

- Field Operations - Responds to requests for investigations originating from various DES programs. Results of these investigations may disclose fraudulent activity and may result in any of the following:
    - Issuance of benefits
    - Decrease or denial of benefits
    - Recommendations for overpayments
    - Criminal or administrative adjudication
    - Location of an absent or non-custodial parentField Operations investigators are out stationed or assigned to FAA local offices.
  - Fraud Operations - Prepares criminal prosecution cases involving all of the following:
    - CA [EBT](#)
    - Child Support Enforcement
    - FS regulation violations
    - Replacement checks
    - Unemployment Insurance
    - Child CareAdministrative Services - Provides clerical and system support to Field Operations, Fraud Operations, fingerprinting services, and fraud hotline services.

OSI has the authority to access case files, documents, and administrative records in FAA local offices. OSI conducts investigations for the following:
- Pre-approval investigations on applications to prevent benefits from being issued on fraudulent Applications.
  - Post-approval investigations on programs in which benefits have already been approved, to stop ongoing fraudulent schemes to obtain benefits.

### **MA EXCEPTION**

Only cases in Maricopa and Pima counties requiring an investigation must be sent to AHCCCS Office of Program Integrity.

Policy and procedures regarding referrals to OSI are outlined as follows:

- [AHCCCS Office of Program Integrity \(AOPI\)](#)
- [Internal Affairs Office \(IAO\)](#)
- [Potential Fraud Referral Requirements](#)
- [Investigation Request Forms](#)
- [Acting on OSI Reports of Investigation \(ROI\)](#)
- [Automated Fraud Tracking System \(AFTS\)](#)

ARCHIVED (04/01/07) 06/30/07