

**OFFICE OF INVESTIGATIVE SERVICES
POLICY & PROCEDURE #510**

INITIAL INPUT TO THE SYSTEM

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When a **Request for Investigation (Form 5667)** referral is received, the suspected fraud data is entered into the OIS Case Tracking and Reporting System. If the information is not already on the system, the system assigns a casekey, which is the Social Security number of the head of Household plus an additional alphabetic character. This unique character serves as a tie breaker for repeat referrals. The system assigns the referral to an Investigator, a New Case Transaction Report (TR) is generated, and both the TR & 5667 are sent to the OIS region to initiate an OIS investigation file.

If the Social Security number or case number from a new 5667 already exists in the system, in a pending referral status ("0" or "4" referral disposition code), a Case Recall Notification is generated. The Case Recall Notification and 5667 is sent to the Investigator, through the IIC, requesting that the 5667 be evaluated for new information and the pending case be updated by TR when necessary. OIS regions are responsible to implement checks and balances to assure that all necessary changes are updated promptly and correctly.