

Collecting and Reporting Fraud and Abuse

A. Purpose of Procedure:

The purpose of this procedure is to ensure that all Local WIC Agency staff promptly identify, document, and report any suspected incidents of fraud or abuse involving WIC employees, vendors, or participants.

B. Scope of the Procedure:

This procedure applies to all Local WIC Agency staff who observe, identify, or receive information pertaining to potential fraud or abuse within the WIC program.

C. General Procedure:

Fraud and abuse refer to the intentional misuse of WIC benefits or intentional violation of WIC rules. All Local WIC Agency staff are responsible for reporting suspected incidents involving WIC employees, vendors, or participants. Staff must take immediate action any time they observe, are informed of, or suspect activity that may compromise the integrity of the WIC Program.

When fraud or abuse is suspected, staff must document the concern using the State Fraud & Abuse Reporting Form. This form is an online web form that must be completed on a computer and cannot be printed or submitted on paper. It is submitted electronically through the State WIC reporting website at:
<https://hhs.iowa.gov/report-abuse-fraud>

To locate the form on the webpage:

1. Under **“On this page”** click the **“WIC Participant or Vendor.”**
2. Then select **“Report WIC Fraud or Abuse.”**
3. The electronic Fraud & Abuse Reporting Form will open for completion.

This webpage also includes a detailed list of examples of fraudulent activities, which staff may reference when determining whether a situation should be reported.

Staff should be prepared to provide factual, objective information in the web form, including:

- Who was involved
- What was observed or reported
- When and where the incident occurred
- Any supporting documentation (such as receipts, screenshots, or statements)

After submitting the online form, staff must follow local agency procedures for maintaining a brief internal record noting that a report was filed. This internal summary is for agency tracking purposes only and should not duplicate the full report or include unnecessary confidential information.

Once the report is submitted, the State Integrity Coordinator reviews the information and may request additional clarification or documentation. Local Agency staff must respond promptly to these requests. The State Integrity Coordinator will determine next steps and communicate any required follow-up actions to the reporting agency, when appropriate.

Examples of fraud or abuse include but are not limited to: staff falsifying records; participants providing false information; vendors issuing credit, accepting returns, or otherwise violating WIC vendor rules; or participants selling benefits or attempting to buy nonallowable items.

Step Action

Local Agency Staff:

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| 1 | Immediately identify and report any suspected fraud or abuse. |
| 2 | Complete and submit the Fraud & Abuse Reporting Form through the designated State WIC system. |
| 3 | Maintain a summary of the report in the local agency's internal file. |
| 4 | Provide additional information or clarification upon request from the State Integrity Coordinator. |

State Integrity Coordinator:

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| 1 | Review and investigate submitted reports of suspected fraud or abuse. |
| 2 | Communicate required follow-up actions and provide outcomes of the investigation to the reporting agency when appropriate. |
| 3 | Maintain all investigation records in accordance with State WIC record retention requirements. |
| 4 | Provide additional information or clarification upon request. |

Forms and Resources

Fraud & Abuse Reporting Form: <https://hhs.iowa.gov/report-abuse-fraud>