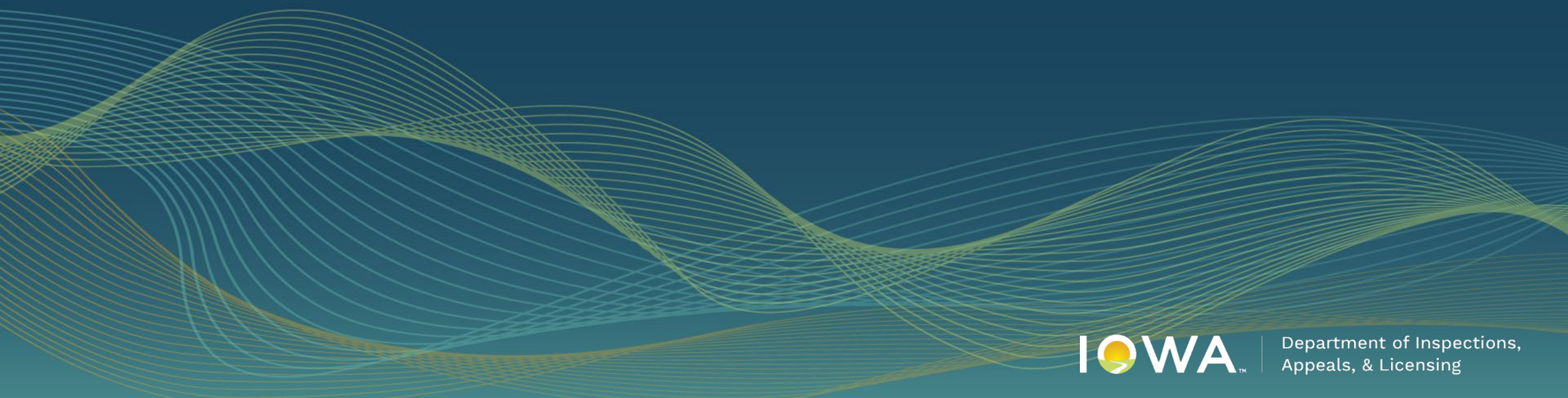




Medicaid Member Investigations

Iowa Department of Inspections, Appeals, & Licensing

JUNE 2026



Department of Inspections,
Appeals, & Licensing

DIAL Investigations

- ▶ Legal Authority
- ▶ Economic Fraud Bureau
- ▶ Public Assistance Debt Recovery Unit
- ▶ Medicaid Fraud Control Unit
- ▶ Audits

Medicaid Numbers

- ▶ In State Fiscal Year 2025, the Economic Fraud Bureau completed 5,237 investigations. Medicaid was identified as a program in 1,367 of those investigations.
- ▶ As of 5/31/2026, the PADRU was collecting on \$14,273,968 in total accumulated Medicaid related debts resulting from improper payments to Medicaid members/recipients.

Investigative Case Process Overview

- ▶ Case Referral
- ▶ Active Investigation
- ▶ Submit Findings
- ▶ HHS Actions
- ▶ Additional DIAL Actions

Common Fraud Themes

- ▶ Failing to disclose all income and/or resources.
- ▶ Not including all household members at application or review.
- ▶ Divesting resources.
- ▶ Other failures to correctly report information necessary to determine eligibility

Reporting Changes

Medicaid members are expected to report changes to their household, income, and resources within 10 days. Changes can be reported by;

- ▶ Using the Ten-Day Report of Change for Medicaid/Hawki.
- ▶ Calling the Income Maintenance Customer Service Center, 1.877.347.5678

Reporting Fraud

- ▶ Call the Income Maintenance Customer Service Center at 1.877.347.5678
- ▶ <https://hhs.iowa.gov/report-abuse-fraud>

Questions?

Investigations Division

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