



The mission of California Attorney General's Office, Division of Medi-Cal Fraud and Elder Abuse (DMFEA) is to protect our most vulnerable citizens and help safeguard the state's Medi-Cal program. In California, the Medicaid program is called Medi-Cal and is administered by the California Department of Health Care Services. The DMFEA investigates and prosecutes those who would defraud taxpayers of billions of dollars and divert scarce health care resources from those in need. DMFEA also investigates and prosecutes the abuse and neglect of Medi-Cal recipients, including individuals in nursing homes and other long-term care facilities.

DMFEA protects California's most vulnerable people – its poor, elderly and disabled—through actions that include:

- Prosecuting nursing homes and other residential care facilities for putting profit over people by understaffing and failing to provide necessary care causing residents to suffer from bedsores, malnutrition, and dehydration.
- Prosecuting medical professionals for physically, sexually, or financially abusing patients in their care.
- Holding doctors accountable for ordering unnecessary lab tests, and allowing untrained, uncertified assistants to provide medical treatment to patients.
- Pursuing pharmaceutical companies that engage in unlawful practices to increase sales at the state's expense.
- Stopping dentists from performing unnecessary teeth extractions on both adults and children.
- Charging medical equipment supply companies for billing for equipment and products that were neither ordered nor delivered.
- Prosecuting doctors who operate "pill mills" and prescribe opioid and other prescription medications for profit without a legitimate medical purpose.

DMFEA is comprised of two legal sections and an Investigations Section. The legal sections are the Criminal Prosecutions Section, which includes the Facilities Enforcement Team, and the Civil Prosecutions Section. DMFEA's largest section is the Investigations Section which includes teams of Investigative Auditors, Special Agents, and computer forensics that work with the DAGs to investigate both civil and criminal matters.

INVESTIGATIONS SECTION

The Investigations Section is composed of Special Agents, Investigative Auditors, Special Investigators, digital forensics, and medical staff. The multidisciplinary nature of the Section allows DMFEA to investigate all nature of crimes committed against Medi-Cal beneficiaries or the Medi-Cal program itself.

CRIMINAL PROSECUTIONS SECTION

The Criminal Prosecutions Section investigates and prosecutes fraud committed by health care providers against the Medi-Cal program, as well as physical, sexual, and financial abuse and neglect against Medi-Cal beneficiaries with expertise in crimes against elder and dependent adults.

CIVIL SECTION

The Civil Section investigates and prosecutes fraud by Medi-Cal providers, at both a state and national level. The Civil Section frequently works with federal and other state prosecutors to combat fraud on the Medicaid system using the California False Claims Act and other civil enforcement statutes.



WHAT IS MEDI-CAL FRAUD?

Medi-Cal fraud is generally defined as the billing of the Medi-Cal program for services, drugs, or supplies that are:

- Unnecessary or;
- Not performed or;
- More costly than those actually performed.

Medi-Cal fraud also refers to paying or receiving kickbacks for Medi-Cal billing referrals, and violations of the California False Claims Act and other related state laws.

WHY DOES THIS WORK MATTER?

The financial impact of health care fraud represents a direct drain on state (and federal) resources devoted to operating the biggest Medicaid program in the United States. For those needing health care services, Medi-Cal fraud aggravates the challenge of ensuring the state has the funding to pay for vital Medi-Cal services. There are also direct public health risks created by those who profit by providing patients with inadequate care, including inappropriately re-using medical equipment, performing needless medical procedures, or assigning unqualified staff to provide treatment.

HOW DO I REPORT MEDI-CAL FRAUD OR ELDER ABUSE?

You can begin by contacting your local law enforcement. Afterward, please use one of these methods to report to our office:

- **Send A Written Complaint By Mail**

California Department of Justice
Division of Medi-Cal Fraud Elder Abuse
P.O. Box 944255
Sacramento, CA 94244-2550

- **Or Call the Complaint Line**

Phone Toll-free: (800) 722-0432
Attorney General's Division of Medi-Cal Fraud & Elder Abuse

Phone Toll-free: (800) 822-6222
Department of Health Care Services

- **Or Email Your Complaint Using This On-line Form**



[OAG.CA.GOV/DMFEA/REPORTING](https://oag.ca.gov/dmfea/reporting)