**Section 121.155 Reporting Suspected Fraud or Abuse**

a) Any suspected fraud or abuse related to the Supplemental Nutrition Assistance Program (SNAP) must be reported to the Illinois Department of Human Services (DHS) Division of Family and Community Services (FCS) SNAP Fraud Unit:

1) in person or by U.S. Mail to the SNAP Fraud Unit, 600 E Ash, Bldg. 500, 5th floor, Springfield, IL 62703;

2) or by:

A) toll free telephone at 1-800-843-6154, 1-866-324-5553 TTY/Nextalk, or 711 TTY Relay;

B) e-mail at DHS.SNAPFraud@illinois.gov;

C) online at https:www.dhs.state.il.us/page.aspx?item=146937; or

D) in person or by U.S. Mail to a family community resource center. See Office Locator at https://www.dhs.state.il.us/page.aspx?module=12.

b) Reports

1) Reports of suspected fraud or abuse, as explained in subsection (a), by providers, contractors, State or other governmental employees, recipients of services, or any other person will be accepted.

2) Reports may be made anonymously.

3) All reports, other than anonymous reports, will be acknowledged, either in writing, by telephone, by e-mail, or in person, within 120 calendar days after receipt of the report.

c) Evaluations

1) All reports of suspected fraud or abuse will be evaluated within 120 calendar days after receipt of the report to determine what, if any, follow-up action is appropriate.

2) Factors considered during the evaluation of any report include, but are not limited to:

A) source of the allegation;

B) quality of the evidence of wrongdoing;

C) potential loss to the program; and

D) availability of investigative and other resources necessary for successful follow-up on the report.

3) Follow-up actions include, but are not limited to, the following measures:

A) When the evaluation identifies possible criminal or civil fraud violations of SNAP by a recipient of services or other private individual, the SNAP Fraud Unit will initiate an investigation. Should the investigation establish evidence of a criminal or civil fraud violation, the case will be reported to the appropriate authorities, including but not limited to, the United States Attorney, the Office of Attorney General, the appropriate State's Attorney, the Illinois State Police, or local law enforcement for prosecutorial consideration.

B) When the evaluation identifies possible administrative violation, the SNAP Fraud Unit will initiate a review to determine the appropriate administrative action. Administrative actions include, but are not limited to:

i) benefit analysis;

ii) audit;

iii) eligibility review; and

iv) administrative disqualification process.

(Source: Added at 49 Ill. Reg. 180, effective December 19, 2024)