



DIANA DIZOGLIO
AUDITOR

The Commonwealth of Massachusetts

AUDITOR OF THE COMMONWEALTH

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June 4, 2024

Aaron Michlewitz, House Chair
House Committee on Ways and Means
24 Beacon Street
Room 243
Boston, MA 02133

Michael Rodrigues, Senate Chair
Senate Committee on Ways and Means
24 Beacon Street
Room 212
Boston, MA 02133

Re: Bureau of Special Investigations (BSI) FY2024 third quarter report

Dear Chair Michlewitz, Chair Rodrigues and members of the Committees on Ways and Means:

Pursuant to its obligations relative to fiscal year 2024 budget language (0710-0200), the Bureau of Special Investigations (BSI) submits the enclosed quarterly report detailing and summarizing its activities during the third quarter of fiscal year 2024.

Please contact my office if you have any questions or wish to discuss the Bureau's work in greater detail.

Best regards,

Diana DiZoglio
Auditor of the Commonwealth

Bureau of Special Investigations 3rd Quarter Report

Fiscal Year 2024

January 1, 2024 – March 31, 2024

About the Bureau of Special Investigations

Operating as a division within the Office of the State Auditor, the Bureau of Special Investigations (BSI) is charged with investigating allegations of public assistance fraud throughout the Commonwealth. BSI fraud examiners help ensure taxpayer dollars used to fund Massachusetts' public benefits programs are administered effectively so that programs are available to residents who truly need them.

Pursuant to M.G.L. c.11, §17, BSI's investigative authority extends to any assistance program administered by the Department of Transitional Assistance (DTA), the Department of Children and Families (DCF), and the Division of Medical Assistance, which administers MassHealth (the state's Medicaid program). Although the Department of Early Education and Care (EEC) is not included in BSI's enabling statute, BSI also works with EEC through a Memorandum of Understanding. As a result of BSI's investigations, public assistance fraud cases are referred to agencies for administrative action, fraudulent overpayments are recovered through civil agreements, individuals who committed fraud are disqualified from programs for specified periods of time, and cases are prosecuted in state and federal courts.

BSI fraud examiners operate from five offices across the Commonwealth. BSI consists of three separate investigative units: the Central Processing Unit; the MassHealth, Department of Transitional Assistance, and Early Education and Care Unit; and the Data Analytics Unit. While each unit has its own specific concentration, there is extensive cross-unit collaboration, and investigations often involve overlap. BSI also participates in joint investigations and task forces with other state and federal agencies that focus on combating fraudulent activities throughout the Commonwealth. BSI cases are enforced by other agencies and may be settled through civil recoupment or criminal prosecution. BSI is not enabled under our governing statute to collect settlement payments of any kind; the individual benefit programs are responsible for collection activities related to BSI cases.

During Quarter 3 of fiscal year 2024, BSI investigated a total of 1,250 cases. Of these, 186¹ were completed with fraud identified. Further detail regarding these 186 cases may be found below.

Summary of Investigations Completed with Fraud Identified

Assistance type	Amount	% of total
Supplemental Nutrition Assistance Program (SNAP)	\$1,646,267.00	80.70%
Medicaid	\$214,610.77	10.52%
Transitional Aid to Families with Dependent Children (TAFDC)	\$100,973.73	4.95%
Department of Early Education & Care (EEC)	\$56,369.61	2.76%
Emergency Aid to the Elderly, Disabled, and Children (EAEDC)	\$14,805.43	0.73%
Personal Care Attendant (PCA) ²	\$6,862.10	0.34%
Grand Total	\$2,039,888.64	100%
Restitution Settlements (Civil Recoveries) ³	\$384,571.22	

¹ The total number of cases completed with fraud identified was incorrectly noted as 241, but 186 had identified fraud and the remainder may be awaiting calculation.

² PCA identifies MassHealth overpayments for PCA services; overpayments for member healthcare benefits are identified by Medicaid.

³ BSI is unable to report on monthly collections or circumstances that produce shortfalls in collections. Restitution settlements are ongoing and continue beyond the issuance of this report. While this report informs the public of what we have found to date, benefit programs require time to implement and manage collections.