

**County of San Diego, Health and Human Services Agency (HHS)**  
**CalWORKs/CalFresh/Medi-Cal/General Relief/Cash Assistance Program for**  
**Immigrants/County Medical Services Program Guide Special Notice**

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<b>Suspected Unemployment Insurance Fraud and Identity Theft Information</b>	<b>CW 21-03, CF 21-03, MC 21-03, GR 21-02, CAPI 21-02, CMS 21-02</b>	<b>1 of 3</b>

**Effective Date:**

February 12, 2021

**Background:**

The State has received reports from customers who are stating that Unemployment Insurance Benefits (UIB) claims were filed using their personal identifying information without their knowledge or consent.

**Purpose:**

To provide guidance on information to be provided to customers when it is suspected someone else has used their personal identifying information to collect UIB.

**Policy:**

**Employment Development Department (EDD) Benefit Fraud**

EDD benefit fraud is when individuals knowingly give false or misleading information to collect Disability Insurance Benefits (DIB), Paid Family Leave (PFL), or UIB they are not entitled to. Examples of EDD benefit fraud include:

- Using another person's identity (for example: name, social security number) to file a fraudulent claim
- Stealing someone's mail, which is a federal crime, and cashing their benefit payments
- Working while collecting UIB, and not reporting it to the EDD
- Aiding someone in filing a fraudulent claim
- Falsifying information or failing to disclose information
- Failing to accurately report hours of work and earnings
- Not reporting cash wages
- Certifying for UIB while intentionally reporting job search activities that were not actual performed
- Failing to be able and available for work (for example: out of the area, on vacation) while certifying for UIB
- Faking an illness or injury while collecting DIB or PFL benefits
- Falsifying medical information to collect DIB or PFL benefits

**Procedure:**

**County Information Notice**

- This notice has been created to provide customers with resources and information on how to contact the proper agencies when they suspect someone has used their personal identifying information to gain benefits unlawfully
- The notice may also be sent to the customer in conjunction with any case verifications being requested to verify unclear information related to UIB issued in the customer's name reported on a potentially discrepant Payment Verification System (PVS) Income Eligibility Verification System (IEVS) match
- The notice, or the information provided in this special notice, also can be used to inform customers of their options when there is suspected UIB fraud or identity theft by another individual using personal information to apply for and receive benefits unlawfully from the EDD, Social Security Administration (SSA) or the County

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**Suspected Unemployment Insurance Fraud and Identity Theft**

In cases of identity theft, the Human Services Specialist (HSS) will not require the customer to provide any other proof, such as a police report or specific documents from the EDD to resolve any reporting discrepancies. A signed affidavit/electronic signature is an acceptable verification for resolving these reporting discrepancies.

**Reporting UIB Fraud and Identity Theft**

- When customers report they may be a victim of UIB fraud, the HSS will direct customers to the EDD toll-free Fraud Hotline at 1-800-229-6297, or EDD's fraud reporting webpage at: <https://askedd.edd.ca.gov/ReportFraud.aspx>
- When customers report they may be a victim of SSA fraud, customers may file a report online at <https://oig.ssa.gov>
- Information and resources for victims of identity theft, including how to report identity theft, can be found on the California Attorney General's website: <https://oag.ca.gov/idtheft/facts/victim-checklist>

**Program Impacts:**

When public assistance fraud is suspected, the HSS will make an appropriate referral for investigation, following procedures as defined in the corresponding program:

- The Bureau of Public Assistance Investigations (BPAI)
  - CalWORKs Program Guide (CPG) 20-000.A and Processing Guide 20-000.A1
  - CalFresh Program Guide (CFPG) 63-704
  - General Relief Program Guide (GRPG) 90-170.5
  - Cash Assistance Program for Immigrants Program Guide (CAPIPG) 99-113 and Processing Guide 99-113.3A
- The Department of Health Care Services (DHCS) Investigators
  - Medi-Cal Program Guide (MPG) 16.01
- The Fraud Worker
  - County Medical Services Program Guide (CMSPG) 11.04

**Forms**

The County Information Notice is available in the Eligibility Forms Library (EFL) for immediate use, and it is attached to this Special Notice as reference. Include a GEN 1365 Notice of Language Services form when issuing the notice to non-English speaking customers.

**References:**

All County Welfare Directors Letter 01-29-21  
County Policy

**Sunset Date:**

This policy will be reviewed for continuance by February 29, 2024.

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**Approval for Release:**

A handwritten signature in blue ink, appearing to read "R. Wanne", followed by the word "for:".

RICK WANNE, Director  
Eligibility Operations

## SUSPECTED UNEMPLOYMENT INSURANCE FRAUD AND IDENTITY THEFT INFORMATION

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### IMPORTANT

If you think someone stole your information to get benefits, you should report this to the agency or department where your stolen information was used right away.

- If someone applied for unemployment benefits under your name, you can file a report online at [askedd.edd.ca.gov](http://askedd.edd.ca.gov). You can also fax 1-866-340-5484 or call the Employment Development Department (EDD) Fraud Hotline at 1-800-229-6297.
- If someone applied for Social Security Income benefits under your name, you can file a report online at [oig.ssa.gov](http://oig.ssa.gov).
- If someone applied for Medi-Cal, CalWORKs or CalFresh under your name, you should report this to your county welfare office.

When contacting EDD to report fraud, please provide as much information as you can, such as:

- Who is committing fraud?
- What is their address and telephone number?
- What is their Social Security number or employer number?
- What are they doing?
- When did they start doing this?
- What is your name, address, and phone number? (Optional)

***You may remain anonymous if you prefer.***

If you think you are a victim of identity theft, you can take steps to protect yourself.

- **Get a free copy of your credit report** at [freecreditreport.com](http://freecreditreport.com) and report errors to the major credit bureaus (Equifax, Experian and TransUnion).
  - **Contact your creditors** and let them know someone may have stolen your information.
  - **File a complaint with the Federal Trade Commission (FTC)**. You can file a complaint with the FTC and get an individual recovery plan at [www.identitytheft.gov](http://www.identitytheft.gov).
  - **File a report with local police** or law enforcement.
  - **Get legal help**. Your local legal aid may be able to help you with problems related to identity theft. The County may be able to give you information on local legal aid organizations.
  - **Get more information** about your rights at [oag.ca.gov/idtheft](http://oag.ca.gov/idtheft).
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