

WE'RE THERE FOR YOU

The MFCU is the only law enforcement agency in New York specializing in investigating and prosecuting abuse and neglect of residents in care facilities. In fact, the MFCU's jurisdiction extends to all such residential care facilities—regardless of whether the patient is a Medicaid recipient.

The MFCU has offices near you:

- Albany
- Buffalo
- Hauppauge
- New York City
- Pearl River (Rockland County)
- Rochester
- Syracuse

All regional offices handle patient abuse and neglect complaints, including those involving the misappropriation of patients' funds. Due to the number of residential care facilities in New York City, the MFCU has a special Patient Protection Section, made up of attorneys, investigators and nurse analysts, dedicated to the investigation and prosecution of patient abuse and neglect cases in the five boroughs.

"Nursing home residents and their families rightfully expect that the care they receive will be competent and professional. Fortunately, the law is on their side—and in New York State, they have the Medicaid Fraud Control Unit of the Attorney General's office to enforce that law.

Using a team of investigators, attorneys and nursing specialists, the Medicaid Fraud Control Unit (MFCU) has successfully prosecuted negligent and abusive staffers and administrators in nursing homes and other residential facilities. This process has not only taken dangerous providers out of the system, it has helped establish better training and supervising of health care workers and recovered millions of taxpayer dollars.

If you have questions or concerns about the care provided in any residential health care facility, please call our hotline at 866-697-3444. We are here to make sure you and your family receive the care you need."

Attorney General Eric T. Schneiderman

RESIDENTIAL CARE



PROTECTING PATIENTS FROM ABUSE AND NEGLECT



NEW YORK STATE OFFICE
OF THE ATTORNEY GENERAL

MEDICAID FRAUD CONTROL UNIT

Attorney General
Eric T. Schneiderman

YOU ARE NOT ALONE

Thousands of New Yorkers and their families depend on residential health care facilities, such as nursing homes, to provide safe, quality services. Unfortunately, vulnerable residents are sometimes subject to abuse, neglect or mistreatment. In such cases, residents need to know that they have somewhere to turn.

For residents, their families, and witnesses to mistreatment, contacting the Attorney General's Medicaid Fraud Control Unit (MFCU) is often the first step toward bringing abusive care providers to justice.

Not only is it a crime to mistreat residents, facility staff members' failure to report instances of abuse, neglect or mistreatment is a crime as well. The MFCU is responsible for prosecuting these crimes.

TO REPORT PATIENT ABUSE OR NEGLECT

Call the Attorney General's
Medical Fraud Control Unit
(866) 697-3444
www.ag.ny.gov

Call the New York State
Department of Health
(888) 201-4563

In case of an emergency call 911

OUR INVESTIGATIONS

The MFCU regularly receives and reviews reports regarding abuse and neglect of health care facility residents. If there is an indication a crime has occurred, the MFCU conducts an investigation. Attorneys, auditors, investigators and nurse analysts interview residents and facility staff and examine facility records and practices. In some cases, the MFCU has, with the consent of residents' families, placed hidden cameras in residents' rooms to investigate the care provided—an innovation New York's MFCU was among the first to employ. When an investigation uncovers evidence that proves an individual or corporation committed a crime, the MFCU prosecutes the offenders.



THE LAW IS ON YOUR SIDE



It is a crime for health care providers to do any of the following:

- Neglecting residents by willfully failing to provide timely, consistent, adequate and safe services, such as nutrition, therapy and cleanliness;
- Mistreating residents by stealing or misusing medications, or misusing restraints or isolation;
- Physically abusing residents by striking, shaking, or molesting them;
- Falsifying the resident's treatment or care records.

People—and businesses—committing these crimes can be charged with:

- Assault
- Endangering the Welfare of an Incompetent or Physically Disabled Person
- Willful Violation of the Public Health Law
- Endangering the Welfare of a Vulnerable Elderly Person

The MFCU also files criminal charges against providers who fail to report such acts of abuse and neglect to the New York State Department of Health. To help prevent abuse and neglect, our attorneys make presentations to educate residential facilities' staff members about their legal responsibilities.

As a result of our investigations and prosecutions, the Department of Health and Department of Education frequently suspend or revoke providers' licenses and certifications, preventing them from endangering patients again.



OUR PARTNERS

The New York State Department of Health, which is responsible for overseeing residential care facilities to ensure that they meet minimum federal and state legal standards, regularly forwards abuse and neglect complaints to us for our review.

A federal program within the New York State Office for the Aging, the Office of the Long Term Care Ombudsman, is dedicated to advocating on behalf of residents of long-term care facilities.

The New York State Crime Victims Board provides compensation to innocent victims of crime and funds services for crime victims.

FOR MORE INFORMATION

NYS Department of Health
(888) 201-4563
www.health.ny.gov

NYS Long Term Care Ombudsman
(800) 342-9871
www.ltombudsman.ny.gov

NYS Office of Victim Services
(800) 247-8035
www.ovs.ny.gov