

Which State Agencies Have Resources that Might Support an Adult Protection Multidisciplinary Team's Work?

1. North Carolina Department of Health and Human Services (NC DHHS)

NC DHHS is a state agency with an expansive mission encompassing many programs, divisions, and offices that provide services to and protect vulnerable adults. Of the service divisions within the agency, at least six have a significant role in supporting vulnerable adults.

- **Aging and Adult Services.** Oversees adult protective services (APS) and other aging programs provided by county departments of social services and area Agencies on Aging; administers the Long-Term Care Ombudsman Program and the State-County Special Assistance program.
- **Health Services Regulation.** Responsible for regulating and overseeing healthcare facilities such as hospitals, nursing homes, and adult care homes.
- **Health Benefits (Medicaid).** Manages administration of health insurance program that is available to many low-income and disabled adults.
- **Mental Health, Developmental Disabilities, and Substance Use Services.** Oversees regional managed care program providing publicly funded services, primarily funded through Medicaid.
- **Social Services.** Oversees the administration of economic services programs that older adults rely on, such as the Low-Income Energy Assistance Program.
- **Child and Family Well-Being.** Oversees administration of the Food and Nutrition Services program (formerly known as “food stamps”), which helps eligible adults purchase food.

When an MDT Might Engage NC DHHS

Concerns about the quality or regulation of health care facilities like nursing homes or adult care homes.

- Assistance for adults needing Medicaid support.
- Cases involving Medicaid recipient fraud.
- Obtaining services for adults with mental health issues, substance use disorders, or intellectual or developmental disabilities.
- Securing support or expertise related to economic assistance programs, such as Food and Nutrition Services or the Low-Income Energy Assistance Program.

[NCDHHS.GOV](https://www.ncdhhs.gov)

2. North Carolina Department of Justice (NC DOJ)

The NC DOJ focuses on protecting consumers, including vulnerable adults, from fraud, scams, and unfair business practices. The NC DOJ does this primarily through public education, working directly with victims, and mediating consumer complaints. The DOJ has both investigative authority and enforcement authority.

When an MDT Might Engage NC DOJ

- When a corporation or person does business in the state that violates the law.
- When there is a pattern of illegal business practices by a person or corporation.
- Cases involving identity theft and telemarketing scams.
- Cases involving mortgage fraud, unfair loans, or home foreclosure.
- Cases involving Medicaid provider fraud or patient abuse in Medicaid-funded facilities.

[NCDOJ.GOV](https://www.ncdoj.gov)

3. North Carolina Secretary of State (NC SOS)

The NC SOS oversees and regulates sectors such as the securities industry, charities, notaries, and intellectual property (e.g., trademarks). Key efforts include fraud prevention in these areas through education, criminal investigations, and legal referrals. Key functions include:

- **Education and Outreach.** Educating vulnerable adults and caregivers on avoiding investment fraud and financial exploitation.
sosnc.gov/divisions/securities/for_investors
- **Securities Registration and Oversight.** Registering and overseeing investment professionals and securities, enforcing state laws through routine checks, complaint responses, and agency referrals.
Consumer complaints may be filed at sosnc.gov/divisions/securities/file_a_complaint
- **Trademark Registration and Enforcement.** Registering trademarks, combating counterfeit products, and educating consumers on counterfeit risks.
 - Trademark registration and enforcement: sosnc.gov/divisions/trademarks
 - Verify before you buy (medications): verifybeforeyoubuy.org
- **Charity Licensing and Oversight.** Licensing charities and fundraisers, maintaining a public database for verification, and addressing legal violations.
Charity verification database: sosnc.gov/online_services/search/by_title/_charities
- **Notary Licensing and Oversight.** Commissioning notaries and maintaining a searchable database, including investigation and enforcement of regulations.
sosnc.gov/divisions/notary

- **Business Registration.** Registering businesses and providing a searchable database to verify their status.
sosnc.gov/divisions/business_registration
- **Advance Health Care Directive Database.** Hosting a voluntary registry of advance healthcare directives.
sosnc.gov/divisions/advance_healthcare_directives

When an MDT Might Engage NC SOS

- Issues involving investment fraud or scams.
- Concerns about counterfeit products, including concerns about medication purchased through an online pharmacy.
- Concerns about charity or fund raising activities.
- Questions related to the validity of notaries.
- To determine whether a business is licensed to business in North Carolina.
- To determine whether an adult has an advance health care directive registered in North Carolina.

SOSNC.GOV

4. North Carolina Department of Insurance (NC DOI)

The NC DOI regulates the insurance industry, which encompasses all types of insurance, such as health, life, long-term care, disability, homeowners, and auto insurance, and oversees collection agencies, among other duties. The NC DOI assists consumers with questions about insurance and claims filing. It also investigates complaints and allegations of insurance fraud.

The DOI also maintains the Seniors' Health Insurance Information Program (SHIIP). Through that program, DOI counsels Medicare beneficiaries and caregivers about Medicare, Medicare supplements, Medicare Advantage, Medicare Part D, and long-term care insurance. SHIIP counselors offer free and unbiased information regarding Medicare healthcare products

When an MDT Might Engage NC DOI

- Insurance-related scams or fraud.
- Disputes or concerns about insurance claims and policies.
- Assistance with health insurance information for seniors.

NCDOI.GOV