

Investigation and Evaluation Report Hearing Instrument Dispensing

FY23, 4TH QUARTER (APRIL 1, 2023 - JUNE 30, 2023)

Allegations 7 3 3 3 2 2 Applications 17 2 3 3 2 0 0 Public Search/Review 0 10 Inquiry - credential / public action check 10 17 2 3 3 2 0 0 Inquiry - credential / public action check 10 10 Inquiry - credential / public action check 10 10 Inquiry - credential / public action check 10 10 Inquiry - credential / public action check 10 10 Inquiry - credential / public action check 11 1 0 2 3 Inquiry - credential / public action check 11 1 1 1 Inquiry - credential / public action check 11 1 1 1 Inquiry - credential / public action check 11 1 1 1 Inquiry - credential / public action check 11 1 1 1 Inquiry - credential / public action check 11 1 1 Inquiry - credential / public action check 11 1 1 Inquiry - credential / public action check 11 Inquiry - credential / public action check 12 Inquiry - crede		FY19	FY20	FY21	FY22	FY23
Applications	Intakes (total)	24	5	3	5	2
Public Search/Review	Allegations	7	3		3	2
Inquiry - credential / public action check Investigations Opened (total) Dispensing illegally Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Failure to provide required consumer information Violation of order/consent agreement High pressure sales tactics Investigations Closed (total) Consumer deceased Dismissed with advisements I 1 Placed in abeyance Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Investigation of order/consent agreement Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Illegal Practice Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompinative incompetence	Applications	17	2	3	2	0
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Dispensing illegally Conduct likely to deceive, defraud the public I 1 1 Inancial	Inquiry - credential / public action check					
Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Failure to provide required consumer information Violation of order/consent agreement High pressure sales tactics Investigations Closed (total) Consumer deceased Insufficient evidence to show violation Insufficient evidence to show violat	Investigations Opened (total)	4	1	0	2	3
Financial Illegal Practice 3 2 2 Intompetence 3 3 2 2 Intompetence 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Dispensing illegally					1
Illegal Practice Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Incompetence Information Incompetence In	Conduct likely to deceive, defraud the public	1				1
Incompetence Misrepresentation/fraud/false advertising Failure to provide required consumer information Violation of order/consent agreement High pressure sales tactics Investigations Closed (total) Consumer deceased Dismissed with advisements Combined with another investigation. Insufficient evidence to show violation Insufficient evidence to show violation Insufficient evidence to show violation Insufficient evidence Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Sackground investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Inimancial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty Civil penalty, education and training; retake exam Combined with another enforcement Seprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Financial					1
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Failure to provide required consumer information Violation of order/consent agreement High pressure sales tactics Investigations Closed (total) Consumer deceased Dismissed with advisements 1 Combined with another investigation. Insufficient evidence to show violation Insuff	Incompetence					
Violation of order/consent agreement High pressure sales tactics Investigations Closed (total) Consumer deceased Dismissed with advisements Combined with another investigation. Insufficient evidence to show violation Placed in abeyance Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty; education and training; retake exam 3 Combined with another enforcement 2 Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Misrepresentation/fraud/false advertising		1			
High pressure sales tactics Investigations Closed (total) Consumer deceased Dismissed with advisements Combined with another investigation. Insufficient evidence to show violation Placed in abeyance Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Solo 0 Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement 2 Closed - Placed in abeyance Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Failure to provide required consumer information					
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Combined with another investigation. Insufficient evidence to show violation Placed in abeyance Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Enforcements Closed (total) Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Consumer deceased					
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Uncooperative witness Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Enforcements Closed (total) Solo O Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Insufficient evidence to show violation	1		1	1	
Unable to locate No jurisdiction Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Solution of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Placed in abeyance					
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Referred to another agency Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Unable to locate					
Referred for enforcement Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	No jurisdiction					
Combined with another investigation and referred for enforcement Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Referred to another agency					
Background investigation - closed Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Referred for enforcement	3				
Enforcements Opened (total) Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Combined with another investigation and referred for enforcement					
Conduct likely to deceive, defraud the public Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Background investigation - closed					
Financial Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Enforcements Opened (total)	3	0	0	0	0
Illegal Practice Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Conduct likely to deceive, defraud the public	1				
Incompetence Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Financial					
Misrepresentation/fraud/false advertising Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Illegal Practice	2				
Violation of order/consent agreement Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Incompetence					
Enforcements Closed (total) Civil penalty Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Misrepresentation/fraud/false advertising					
Civil penalty Civil penalty; education and training; retake exam 3 Combined with another enforcement 2 Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Violation of order/consent agreement					
Civil penalty; education and training; retake exam Combined with another enforcement Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Enforcements Closed (total)	5	0	0	0	0
Combined with another enforcement 2 Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	Civil penalty					
Closed - Placed in abeyance Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal		3				
Reprimand, cease holding out as authorized to dispense Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal		2				
Civil penalty - referred to MDOR for collection Revocation of credential/right to practice/deny renewal	,					
Revocation of credential/right to practice/deny renewal	Reprimand, cease holding out as authorized to dispense					
	Revocation of credential/right to practice/deny renewal					
	Civil penalty, revocation or suspension					
Continuing education, supervision						
Monitoring enforcement	Monitoring enforcement					

INVESTIGATION AND EVALUATION REPORT

	FY19	FY20	FY21	FY22	FY23
Pending investigations (total)	3	3	0	4	0
Number of Practitioners	3	3	0	4	0
Pending enforcements (total)	0	0	0	1	0
Number of Practitioners				1	

^{*} Increased application intakes reflect HID renewal

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10/19/2023

To obtain this information in a different format, call: 651-201-4200.

^{**} Some investigations/enforcements include multiple actions