

ARBITRATION UNIT

Gilbert S. Birnbach, *Director*
(410) 576-6591

The Arbitration Unit mediates disputes between consumers and businesses (Code Commercial Law Article, sec. 13-404). Both parties must agree to submit the dispute to arbitration. Neither party is charged for this service.

COMPLAINT HANDLING UNIT

Rebecca G. Bowman, *Director*
(410) 576-6554

Consumer Hotlines—Baltimore: (410) 528-8662
Hagerstown: (301) 791-4780
Salisbury: (410) 543-6609

The Complaint Handling Unit receives and conciliates consumer complaints (Code Commercial Law Article, secs. 13-401, 13-402). The Unit's three telephone "hotlines" provide consumers with prepurchase advice, business complaint histories, and instructions on how to file a complaint.

INVESTIGATIVE UNIT

Christopher M. Waldt, *Director*
(410) 576-6570

The Investigative Unit investigates all actions of unfair or deceptive trade practices.

CONTRACT LITIGATION DIVISION

William A. Kahn, *Counsel*
Jeffrey H. Myers, *Deputy Counsel*

200 St. Paul Place
Baltimore, MD 21202 (410) 576-6991

The Contract Litigation Division represents State agencies, particularly the Departments of General Services and Transportation, and the University of Maryland System in litigation over disputes relating to State contracts and the award of State contracts under the State General Procurement Law. The Division advises agencies on procurement issues such as the structuring of procurement solicitations, drafting of contract provisions and procurement regulations, the proper formulation of State claims, and State response to contractor claims.

CRIMINAL APPEALS DIVISION

Gary E. Bair, *Chief*
Mary Ellen Barbera, *Deputy Chief*

200 St. Paul Place
Baltimore, MD 21202 (410) 576-6422

The Criminal Appeals Division represents State government in suits involving the criminal justice

system. Advocating the State's position in written briefs and at oral argument, the Division handles all appeals in criminal cases in the Court of Special Appeals, the Court of Appeals, and the U.S. Supreme Court. In federal court, the Division also represents the State on collateral review of State criminal convictions. The Division advises State's Attorneys and other law enforcement personnel on legal matters.

CRIMINAL INVESTIGATIONS DIVISION

Christopher J. Romano, *Chief*
Carolyn H. Henneman, *Deputy Chief*

200 St. Paul Place
Baltimore, MD 21202 (410) 576-6380

The Criminal Investigations Division is authorized by the Governor to investigate and prosecute a broad range of criminal activity (Const., Art. V, sec. 3). The Division focuses on crimes by State employees, fraud against the State, multicounty frauds, public corruption, and criminal violations of State tax laws. The Division assists State's Attorneys' Offices when they need additional resources or special expertise in a complex criminal investigation.

MEDICAID FRAUD CONTROL UNIT

Daniel R. Anderson, *Chief*
Carolyn J. McElroy, *Deputy Chief*

200 St. Paul Place
Baltimore, MD 21202 (410) 576-6523

The Medicaid Fraud Control Unit investigates physicians, dentists, nursing homes, hospitals, pharmacies, and other health care providers receiving funds from the Maryland Medical Assistance Program (Medicaid). Seventy-five percent of the operating funds of the Unit come from federal sources.

DEPUTY ATTORNEY GENERAL

Norman E. Parker, Jr., *Deputy Attorney General*
(410) 576-7051

The Deputy Attorney General oversees the Legislative Office, and two divisions: Educational Affairs; and Securities. The Deputy Attorney General also oversees the assistant attorneys general assigned to certain State government agencies.