

# Corporate Compliance - If you see something, say something!

Compliance Hotlines: *A way for employees to report potential compliance-related concerns*

- Call the anonymous Compliance Hotline, **1-844-732-6233**
- Visit BridgeNet and follow the link to report online:

## **What should I report?**

- Suspected violations of billing, coding, and documentation rules/requirements
- Billing for services that are not medically necessary
- Conflicts of interest
- Acceptance of inappropriate gifts or gratuities
- Breach of patient privacy
- Misuse of corporate assets
- Kickbacks given in exchange for patient referrals
- Bribes or favors that influence patient choice or physician referrals
- Violations of health system policies or Code of Conduct
- Falsification of documents

## **What are your responsibilities?**

- You have a duty to report
- Protection is offered to those who report “in good faith”
- Retaliation is prohibited
- Every attempt to protect the confidentiality of those who report will be made
- All concerns will be investigated promptly

## **When do I call the Compliance Hotline?**

Your first course of action should be to discuss your compliance-related concern with your immediate supervisor or member of management. If you do not feel that your concern has been addressed or do not feel comfortable reporting your concern to management. If you do not feel comfortable reporting your concern to management, contact the compliance department or the Compliance Hotline.

## **Why does LifeBridge Health have a Compliance Hotline?**

The Compliance Hotline is a confidential way for employees or other interested parties to report or seek guidance on possible compliance issues.

## **Does the Compliance Hotline have certain hours of operation?**

No. The telephone lines are open 24 hours a day, 365 days a year.

## **Does someone actually answer my call, or do I have to leave a message?**

The hotline is answered by a person anytime you call.

## **Who operates the Compliance Hotline?**

The hotline is operated by an independent, third party. The company is out of state.

## **What information do I need to provide when I call the hotline?**

You will be asked a series of standard questions by the hotline representative. They will determine what category your call falls within. In reporting any issue or concern, include as many specifics as possible.

## **Do I have to leave my name?**

You may call the hotline to report a compliance concern without giving your name. If you do leave your name, your confidentiality will be protected to the fullest extent possible. Just know, as we investigate your concern we might have additional questions or need clarification to perform a complete review.

## **What will happen if I report a compliance-related concern?**

When you report a compliance-related concern to the Compliance Office – or through the Compliance Hotline – it will be investigated.

## **Who investigates my concerns?**

The Compliance Hotline representative sends a report to the Chief Compliance Officer, The Chief Compliance Officer reviews the report and determines if it should be investigated by the Corporate Compliance Program or by the appropriate department. For example, if the concern were not truly compliance-related, rather Human Resources related, the concern would be forwarded to Human Resources for investigation.

## **Can I find out if my concern was addressed?**

After you report your compliance-related concern, you will be given information by the Hotline representative. The information will include a way to review the status of your concern.