



# Community Health Connections

*We take great care of you!*

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## **What is the purpose of a Compliance Hotline?**

The purpose of the Compliance Hotline is to provide *Community Health Connection* employees with a confidential alternative for reporting suspected unethical or inappropriate activity, e.g., fraud, abuse, violations of federal or state laws, or CHC policy. While you are encouraged to report these issues directly to your immediate supervisor or to the appropriate CHC Manager, CHC recognizes that this may not always be an option and has made the Hotline available for this reason.

Although all calls will be accepted and reported to the Chief Compliance Officer, the Hotline is not intended for reporting employee grievances, e.g., complaints concerning wages, hours of work, performance evaluations, merit raises etc. Only compliance related issues will be investigated.

## **What are some examples of what a compliance issue might be?**

- perpetrating theft, fraud, waste, and abuse
- violating health, safety, and environmental regulations
- reporting conflicts of interest
- falsifying documents
- submitting inaccurate or incomplete documentation and coding
- ignoring regulatory requirements
- disclosing confidential information

## **Am I required to identify myself?**

No. You do not have to reveal your identity when you call the Hotline. Calls are not traced and are not recorded.

## **What legal protection do I have when I report?**

There are federal and state laws that protect individuals who provide confidential information regarding possible illegal activities in the workplace. Therefore, under the law, CHC is not allowed to penalize those employees who provide good-faith reports of this nature. *Community Health Connections* is committed to maintaining the confidentiality and anonymity of a caller to the extent allowed by law. Employees who intentionally and maliciously use the Hotline to make false allegations shall be subject to disciplinary action if identified.

## **What happens once I report a suspected issue?**

*Community Health Connections* is committed to promptly investigating all reports of unethical or inappropriate activity. When an issue is reported to the Hotline, the specific action taken will depend on the nature and severity of the violation. You can be assured that compliance related reports will be investigated; however, in order to maintain confidentiality and anonymity of all parties involved you may not be aware that an investigation has taken place.

**Confidential Compliance Hotline**

**978-878-8353**