

# YOUR VOICE MATTERS: *Confidential Compliance Hotline*

We are committed to fostering a transparent and supportive environment where everyone—staff, visitors, volunteers, and vendors—feels comfortable sharing any concerns with us directly. Your input is important, and we're here to listen and assist. However, if you prefer, you also have the option to use our compliance line to report anonymously, ensuring your voice is heard in a way that feels right for you.

**Q** What is the compliance hotline?

**A** The compliance hotline is a confidential reporting tool that allows staff, visitors, volunteers or vendors to report concerns related to compliance, ethics, or other issues without fear of retaliation.

**Q** How do I report a concern using the compliance hotline?

**A** You can report a concern by **calling the hotline number at 800-211-2713**. We will also be implementing a QR code by January 2025, which will direct you to an online reporting system where you can submit your concerns electronically and confidentially.

**Q** What types of concerns can I report to the compliance hotline?

**A** You can report any concerns related to violations of organization policies, unethical behavior, abuse, fraud, harassment, discrimination, safety violations, or other potential legal or regulatory breaches. Examples: inappropriate coding or billing, false or fraudulent documentation, theft, inappropriate gifts from vendors and families, retaliation or intimidation.

**Q** Will my report remain confidential?

**A** Yes, confidentiality is a top priority. If you choose to submit your report anonymously, your identity will not be revealed during the investigation unless required by law. Otherwise, only authorized personnel will have access to your identity and the details of your report.

**Q** What should I expect when I report a compliance concern?

**A** When you call, you'll speak with a trained interviewer who does not work for our organization. To start your case, you'll need to share the name or location of the organization involved in your concern. The interviewer will write down your exact words and may ask follow-up questions based on what you say. Your information will then be made into an electronic report. At the end of the call, you'll receive a case reference number.

**Q** What happens after I report a concern to the compliance hotline?

**A** Once you report a concern, the compliance officer or official will review the transcript of your call. The report will be investigated in accordance with company policies and applicable laws.

**Q** How long does the investigation process take?

**A** The compliance hotline aims to provide a resolution within 14 days after receiving your call. However, the time it takes to investigate may vary based on how complicated the issue is. The compliance team works to investigate thoroughly and quickly while making sure to consider all important details.

**Q** Will I be informed about the outcome of my report?

**A** Using your case reference number, you can call the compliance hotline on or after your assigned callback date to get an update. If the investigation is finished, we'll share the results. If it's still in progress, we'll give you a new callback date. Please note that while we try to keep you informed, there may be limits on what we can share to protect privacy.

**Q** What protections do I have if I report a concern?

**A** Our organization has a non-retaliation policy to protect people who report concerns in good faith. If you report something honestly, you are safe from any retaliation. If you experience any retaliation, please report it, and we will investigate it.

**Q** Will disciplinary action be taken based on my report?

**A** The compliance hotline's goal is to fully investigate reports and take corrective actions if needed. Any necessary disciplinary actions will follow organization policies and employment laws. However, for privacy reasons, you may not be told about specific actions taken against individuals.