



Corporate Compliance Tippline

How Does It Work?

Our Facility's Corporate Compliance Program

The Office of the Inspector General (OIG) has issued guidelines to the nursing home industry for the formulation and implementation of a Corporate Compliance policy. Following this policy will allow a facility to “partner” with the OIG in helping to combat fraud and abuse in the long-term care industry.

One of the major components of a corporate compliance program includes the provision of a 24 hour/day, 7 day/week, 365 day/year totally anonymous call center available for use by employees, families and residents, visitors and vendors of our facility.

We are using the Senior Crimestoppers Corporate Compliance Tippline to fulfill this aspect of our Corporate Compliance program.

Questions and Answers

What is the Senior Crimestoppers Corporate Compliance Tippline?

The Senior Crimestoppers Corporate Compliance Tippline (1-800-590-5850) is a completely anonymous way for anyone to let us know about any potential violations of our facility's code of conduct. It plays a vital role in our facility's Corporate Compliance Program and is operated by the Senior Crimestoppers Program.

Why is the Senior Crimestoppers Corporate Compliance Tippline important?

As an overall part of our facility's Corporate Compliance Program, everyone associated with our facility has committed to adhering to all applicable laws, regulations, ethical standards, and policies and procedures in our day-to-day business operations.

The Senior Crimestoppers Corporate Compliance Tippline is a way to insure that any violations or potential violations are reported — completely anonymously — so that we, as a facility, can quickly and effectively deal with them.

What should be reported to the Senior Crimestoppers Corporate Compliance Tippline?

- Incidents of abuse or neglect
- Any type of fraud
- Theft of resident, employee or facility property
- Any substandard care
- Unethical behavior
- Violations of patient rights
- Drug or alcohol abuse
- Any violation of our “Code of Conduct”
- Billing violations
- Anything believed to be “inappropriate”

Do I have to identify myself?

No. You will be assigned a code for future identification purposes. Your identity will only be known if *you choose* to make it known. All calls to the Senior Crimestoppers Corporate Compliance Tippline are *totally anonymous*.

What's in it for me?

• You will be helping to make our facility better for everyone — including you. Any call that is made will help us uncover and resolve problems that may from time to time arise. Having the information to deal with these problems quickly and effectively will help make a better facility for everyone.

• Any call that helps our facility solve an existing problem or prevent a future problem will be paid a cash reward. The amount of the reward will depend upon the type of information provided and

can be as much as **\$1,000.00**. The rewards are also paid **totally anonymously**.

What happens to the information I provide?

All calls to the Senior Crimestoppers Corporate Compliance Tippline will be forwarded to our Corporate Compliance Committee for appropriate action/investigation.

*The Senior Crimestoppers Corporate Compliance Tippline is **NOT** to be used for retaliation in any form.*

*Disciplinary or legal action will **NOT** be taken solely upon calls to the Senior Crimestoppers Corporate Compliance Tippline. A complete and thorough investigation of **EVERY** call will take place and appropriate actions taken. **Actions will not be taken until an investigation is completed.***

What if I only suspect something is wrong?

Call the Senior Crimestoppers Corporate Compliance Tippline even if you are not positive a problem exists. Our Corporate Compliance Committee will look into the matter and make a determination.

Remember, the only problem we can't solve is the one we don't know about.

We are committed to providing the best environment possible for our residents, staff members, visitors and vendors.

The Senior Crimestoppers Corporate Compliance Tippline is an effective tool to use in getting the information necessary to head off problems before they have a chance to develop. Any problem we can prevent or deter improves our living and working environment for everyone — residents, employees, family members, visitors and vendors.

Thank you for your help.

Visit the Senior Crimestoppers website for all details: www.seniorcrimestoppers.org

Senior Crimestoppers

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