



Provider Notice

Potential Instances to Report:
FirstCare's Compliance Hotline

Dear Valued Provider,

In celebration of the 2018 national Corporate Compliance & Ethics Week theme, "**Awareness, Recognition, Reinforcement**", FirstCare Health Plans has compiled this notice to support our commitment to prevention, detection, and resolution of potential instances of non-compliance that do not comply with Federal and State laws. Please join us in spreading the importance of compliance and ethics!

Awareness – The Root of the Problem

Fraud, Waste, and Abuse (FWA) harms everyone: providers, patients, payers, and regulatory agencies. FirstCare has a dedicated Special Investigations Unit (SIU) that is responsible for investigating any reported FWA allegation. In addition, FirstCare is committed to protecting and safeguarding the confidentiality, integrity, and availability of its members' Protected Health Information (PHI) & electronic PHI (e-PHI). This includes PHI/e-PHI that is created, received, maintained, or transmitted and applies to all methods of communication including paper, electronic, and oral conversations.

Recognition – Types of Issues to Report

- **FWA Examples:** Billing of services and supplies that were not provided or rendered or improper billing practices such as up-coding, bundling or unbundling.
- **Non-compliant HIPAA Examples:** Disclosing PHI to an unauthorized individual/entity, or using PHI for an unauthorized purpose without explicit consent from a patient.
- **Non-compliant Patient Right Examples:** Failure to provide a patient impartial access to treatment that is available and medically indicated, regardless of race, color, religion, sexual orientation, disability, or source of payment.

Reinforcement – Reporting to FirstCare's Compliance Hotline

FirstCare has a Compliance Hotline dedicated to reporting. The hotline is a confidential, toll-free resource, available 24 hours a day, 7 days a week. Reports may be made anonymously to allow confidentiality. To report a suspected violation, we encourage you to use this hotline, **hosted by EthicsPoint**—our third party vendor—through one of the avenues below:

- Call **1.866.399.8161** or visit the website at FirstCare.EthicsPoint.com

Thank you for being part of FirstCare's Network! We value our relationships with all providers. If you wish to speak with us directly, please email SIUFraudReports@FirstCare.com (for FWA concerns) or Compliance@FirstCare.com (for privacy concerns).

Thank you,

FirstCare Corporate Compliance Team