

## **HealthWest Corporate Compliance Frequently Asked Questions**

### **Q. What is the Corporate Compliance Hotline?**

**A.** You may report alleged fraud, waste, or abuse 24 hours a day, seven days a week by telephone at **231-724-6575** or during business hours by contacting Helen Dobb directly, **616-566-6946**. You may also send an email to [\*\*Corporate.Compliance@healthwest.net\*\*](mailto:Corporate.Compliance@healthwest.net)

### **Q. Who can file a report?**

**A.** Anyone who believes or has evidence that fraud, waste, or abuse to HealthWest may have occurred or is occurring should file a report.

### **Q. May I remain anonymous?**

**A.** Yes, you may remain anonymous. The Compliance Office strictly honors confidentiality and will not reveal the identity of any informant or source of information without the informant's authorization or by order of a court of law.

### **Q. What can be reported?**

**A.** Any kind of fraud or misconduct can be reported related to Medicare/Medicaid funding. You may report any employee, contractor, or vendor who may be committing fraud, or any practice or act you observe that results in the abuse or waste of Medicare/Medicaid resources.

### **Q. What information should I provide when filing a report?**

**A.** When reporting suspected fraud, please provide as much information and detail as possible, including **who, what, when, where, why, and how**.

In general, please provide the name of the person(s) involved; explain what is happening and where and when the fraud occurred. Provide as much information as possible. If you are aware of misconduct, any information you have is helpful. If you have documents available, please provide them.

### **Q. When I call the hotline, am I being recorded?**

**A.** Yes. You are leaving a message to a voicemail box that will then be rerouted to the email address for the Corporate Compliance Department. This is to aid in anonymity for the caller if they desire to remain anonymous.

### **Q. Are whistleblowers protected from retaliation?**

**A.** Yes. The Whistleblower Protection Act prohibits retaliation. This means it is unlawful for agencies to take or threaten to act against an employee because they disclosed wrongdoing. Personnel actions can include poor performance review, demotion, suspension, termination, or revocation or downgrade of a security clearance.