

## **BayCare Select Health Plans, Inc.**

### **WAYS TO REPORT NON-COMPLIANCE AND FRAUD, WASTE, AND ABUSE**

BayCare Select Health Plans, Inc. (BCS) is required to have policies and procedure in place to address non-compliance and fraud, waste, and abuse (FWA), including having mechanisms in place to report suspected or actual non-compliance and FWA. BCS requires you to report any issues of suspected or actual non-compliance or FWA. The following are the ways in which you can report issues or concerns:

- By notifying a supervisor, manager, or director.
- Directly to the Medicare Compliance Officer.
- To the Special Investigations Unit.
- To the Team Resources Department.
- Through the Compliance Hotline
  - **Phone: 833-490-0002**
  - **Website: [www.lighthouse-services.com/baycare](http://www.lighthouse-services.com/baycare)**
  - Hotline Reports are confidential and can be made anonymously.

### **MEDICARE COMPLIANCE OFFICER**

It is important for you to know who the Organization's Medicare Compliance Officer is, and current contact information in case you need to make a report about non-compliance and/or FWA. **The Medicare Compliance Officer for BCS is JOANNA TOFANI.**

Joanna's contact information is as follows:

- **PO Box 17500, Clearwater, Florida 33762**
- **727-519-1974**
- **[<Joanna.Tofani@baycare.org>](mailto:Joanna.Tofani@baycare.org)**

## POLICY AND PROCEDURE ACKNOWLEDGEMENT

### BayCare Select Health Plan, Inc. Compliance Policies and Procedures

By electronically signing this Acknowledgement Form, I hereby acknowledge that I have read and understand the content of the documents that comprise the BayCare Select Health Plan, Inc. (BCS) Compliance policies and procedures (P&Ps) outlined below.

- CMP08 V.03 Compliance Violations Reporting and Investigation
- CMP13 V.03 Health Plan Document and Data Retention
- CMP19 V.03 Review of Health Plan Marketing Materials
- CMP09 V.03 Conflict of Interest
- CMP 07 V.02 Compliance Oversight of FDRs
- CMP06 V.03 Compliance Hotline
- CMP20 V.03 Non-Retaliation

I further understand that it is my responsibility to be aware of the information contained in these P&Ps, and that I am expected to abide by the P&Ps as a condition of my contract with BCS. If I have questions at any time regarding this information I will consult with the BCS Compliance Department.

I also acknowledge and understand that, although these documents reflect BCS's current policy and procedures regarding Compliance, it may be necessary to make changes from time to time, at BCS's sole discretion, to best serve the needs of the organization. I understand that once modified, the P&P will be re-distributed and I will be responsible for reading and attesting to the revised policy.

### SPECIAL INVESTIGATIONS UNIT

BCS has a Special Investigations Unit (SIU) to help detect, prevent, and investigate possible FWA, and to increase FWA awareness and education. **BCS's SIU Manager is DEBORAH KREPS.** Contact Debi with FWA questions, for information about how to recognize FWA, and to report any FWA concerns.

Debi's contact information is as follows:

- **13900 Riverport Drive, Maryland Heights, Missouri 63043**
- **(314) 209-2710**
- [dkreps@essencehealthcare.com](mailto:dkreps@essencehealthcare.com)