



THE UNIVERSITY OF ARIZONA  
HEALTH PLANS

**SUBJECT: REPORTING COMPLIANCE ISSUES**

**POLICY: CP 6004**

**Department of Origin: Compliance and Audit**  
**Responsible Position: Director of Compliance**

**Date(s) of Review and Revision:** 02/11; 02/12, 03/13; 01/14; 11/14; 01/16; 8/16  
**Policy Replaces:** AD 604; CP 604

**Department Approval:**



Approval has  
completed on CP 600.

**PURPOSE**

The University of Arizona Health Plans (Health Plan) is committed to a proactive approach to ensuring and maintaining ethical and lawful conduct and a zero tolerance for fraud, waste and abuse. This policy addresses the Health Plan's expectations of Employees and FDRs to report suspected violations of the Compliance Plan, Protective Health Information (PHI) Breaches and the Health Plan's response to such reports.

**APPLICABILITY**

This policy applies to all Lines of Business.

**POLICY STATEMENT**

The Health Plan Employees and FDRs are responsible for reporting suspected violations of the Compliance Program thereby assisting the Health Plan in its efforts to detect and prevent issues of non-compliance. Reports of suspected non-compliance and/or communications of compliance concerns will be documented in writing. The information received will be used to investigate and verify whether or not improper activity has occurred.

## DEFINITIONS

Please refer to the link below for full definitions for the following terms:

<http://sharepoint/sites/hppandp/new/Lists/Definitions/PP%20Definitions.aspx>

**Compliance Officer**

**Good Faith**

**First Tier, Downstream and Related Entities (FDR)**

**HIPAA Plan Sponsor Certification Form**

## PROCEDURE

- 1.0 **Reporting Suspected Violations of the Compliance Plan** - Open discussion of ethical and legal issues is vital to the effectiveness of the Compliance Program. The process by which Employees and FDRs are able to raise questions concerning the Compliance Program or to make reports of potential violations include several options outlined below:
  - 1.1 Discuss the concern with a supervisor or manager. These individuals are the most knowledgeable about the issues in the immediate work area and have access to a variety of resources. . Supervisors or Managers should document these discussions.
    - 1.1.1 If the suspected violation involves the supervisor and/or manager or there is any need to escalate the suspected violation, the Employee and/or FDR may also feel free to discuss the concern with the department director, CEO or Compliance Officer.
    - 1.1.2 Reports of suspected non-compliance or compliance concerns will be documented in the Counsellink System.
    - 1.1.3 Supporting documentation for suspected non-compliance or compliance concerns will be housed in the Compliance SharePoint Site.
  - 1.2 Contact the Compliance Officer at (520) 874-2847. The Compliance Officer maintains a confidential voice mailbox for Employees and FDRs seeking to report a suspected or observed violation.
  - 1.3 The Health Plans has a toll-free Compliance Hotline (ComplyLine) (1- 888 747-7989) for individuals to ask questions or raise concerns in a confidential manner that is available 24 hours a day, 7 days a week. (This service is provided by an outside agency and no caller ID is used.)
    - 1.3.1 Each call received by the Compliance Hotline is prioritized according to the severity of the allegation made by the caller.
    - 1.3.2 A "**Priority A**" call is one that requires the Health Plan's immediate action due to an allegation of immediate threat to person, property or environment or potential sentinel event situations. Priority A calls are escalated to the VP of Ethics and Compliance or alternate via a telephone call directly from the operator. The VP of Ethics and Compliance contacts appropriate HR, Security, the Health Plan Compliance Officer or other Facility personnel including the Administrator on Duty for immediate review and determines necessary action.
      - 1.3.3 A "**Priority B**" call is one that requires verbal notification to the Compliance Officer and will be reported during normal business hours.

- 1.3.4 A "**Priority C**" call is any other type of call that does not require an immediate response.
- 1.4 Individuals seeking to contact the Compliance & Audit Department to report suspected or observed violations, have the option to remain anonymous and all inquiries are confidential subject to the limitations imposed by law. The Compliance & Audit Department can be contacted using one of the following methods:
  - 1.4.1 **U.S. Postal Service:** Address mail to The University of Arizona Health Plans Compliance & Audit Dept. 2701 E. Elvira Road Tucson, AZ 85756.
  - 1.4.2 **Interoffice Mail:** Address sealed envelopes to "Compliance & Audit Dept. Elvira Road".
  - 1.4.3 **E-mail:** Compliance and Audit Mailbox
  - 1.4.4 **Fax:** (520) 874-7072. Use a fax coversheet to maintain confidentiality.
- 1.5 Health Plan Employees and FDRs may make a report without fear of retaliation. Retaliation is prohibited against those who, in Good Faith, report inappropriate activities.
- 1.6 Individuals who intentionally make a false report or who have knowledge of a possible violation of a law or regulation and do not appropriately report shall be subject to disciplinary action up to and including termination.
  
- 2.0 **Compliance Department/Compliance Officer Response to Reports of Suspected Non-Compliance** - The Compliance Officer or the compliance department representative will investigate all reports of suspected non-compliance. The following procedure is to be followed:
  - 2.1 In responding to an individual who has made a report, ask if the individual wishes to maintain anonymity.
  - 2.2 Discuss the fact that the organization may not be able to address the concern unless sufficient information is provided.
  - 2.3 If possible, and without pressure, obtain identification of an Employee's department or FDR's company.
  - 2.4 If the individual is willing, obtain a phone number where the individual can be reached if additional information is needed.
  - 2.5 Obtain as much detailed information as possible from the reporting individual regarding the suspected improper/illegal activity and/or conduct, including the following:
    - 2.5.1 The name of the person(s) involved and their department/company.
    - 2.5.2 The type of improper or illegal activity.
    - 2.5.3 The date(s) of each suspected improper or illegal activity and/or conduct.
    - 2.5.4 The names of any other persons who may have knowledge of the suspected improper or illegal activity and/or conduct.
    - 2.5.5 Did the caller report the suspected improper or illegal activity and/or conduct to a supervisor or anyone else? If yes, obtain the following:
      - 2.5.5.1 The name of the person(s) to whom the caller previously reported the suspected improper or illegal activity;
      - 2.5.5.2 The date(s) the report was made, and;
      - 2.5.5.3 The response given, if any, and whether or not it was oral or written.

- 2.6 Ask the individual making the report if he/she can provide any documentation for purposes of investigating the complaint.
- 2.7 Request that the individual making the report call or meet again if any additional questions or concerns arise.
- 2.8 Determine whether or not the individual making the report is willing to meet with the Compliance Officer or the In-House Counsel.
- 2.9 Assure the individual that the reports will be properly and fully investigated.
- 2.10 If the individual wants confidential follow-up, the individual will be supplied with a case number and a time will be arranged for the individual to call the hotline for follow-up on the case.
  
- 3.0 **Discipline** - Employees and FDRs may be subject to discipline in accordance with policy BH Policy 3094.6 Compliance Program Obligations, BH Policy 6013 Compliance Issues Reporting, BH Policy 7647 Corrective Action and Health Plan Policy CP 6014 First Tier, Downstream and Related Entity Oversight for failing to participate in organizational compliance efforts, including, but not limited to:
  - 3.1 The failure of an Employee to perform any obligation required of an Employee relating to compliance with the program or applicable laws or regulations.
  - 3.2 The failure to report suspected violations of the Health Plan Compliance Plan or applicable laws or regulations to an appropriate person.
  - 3.3 The failure on the part of supervisory or managerial staff to implement and maintain policies and procedures reasonably to ensure compliance with the terms of the program or applicable laws and regulations.

## PERFORMANCE AND OUTCOME MEASURES

- 1.0 Reports for suspected non-compliance can be successfully made to the Compliance Department 100% of the time.
- 2.0 All Employees and FDRs are aware of and understand how to report suspected non-compliance to the Compliance Department.

## REFERENCES

- 1.0 42 CFR §422.503(b)(4)(vi)(D)(E)(G) and 42 CFR § 423.504(b)(4)(vi)(D)(E)(G)

## ASSOCIATED POLICIES AND PROCEDURES

- 1.0 Banner Health Policy - BH 3094.6 Compliance Program Obligations
- 2.0 Banner Health Policy - BH 6013 Compliance Issues Reporting
- 2.0 Banner Health Policy - BH 7647 Corrective Action
- 3.0 Health Plan Policy - CP 6108 - Compliance Actions
- 4.0 Health Plan Policy - CP 6015 - Compliance Investigation Process
- 5.0 Health Plan Policy - CP 6221 - Compliance Officer Responsibilities
- 6.0 Health Plan Policy - CP 6014 - First Tier, Downstream, and Related Entity Oversight

## ATTACHMENTS

N/A