

REPORTING INTERNAL VS. EXTERNAL COMPLAINTS

Eastpointe has an established process for reporting internal and external process complaints. Both internal and external processes are under the Eastpointe Compliance Department. In the event that you are unsure about which department to report to please contact your supervisor or the Corporate Compliance Department for guidance.

Internal concerns:

Eastpointe Corporate Compliance Department- Investigates “Internal” employee and/or vendor related complaint allegations. Communication of inquiries and reports of “Internal” fraud waste and abuse, violation of Eastpointe policies and other compliance issues are to be reported to your supervisor or directly to the Corporate Compliance Department.

If the employee wishes to report issues anonymously, they may contact:

Compliance Line:

910-298-7003 or 1-855-243-3147.

Employees may also log into the Eastpointe hotline at: **Eastpointe.ethicspoint.com**

Or by visiting our website—www.eastpointe.net

Under for Employee Tab– Select -> Corporate Compliance/Concerns —> Ethics Point Link

Select Ethics Point Link— Make a Report (Top Left Selection)

If the employee is uncomfortable using the telephone, reports may be made via email or in writing to:

**Theresa Edmondson, Compliance Officer
Eastpointe Kinston Location
252-520-8859
tedmondson@eastpointe.net**

OR

**Ashley Armstrong, Compliance Specialist
Eastpointe Kinston Location
252-520-8835
aarmstrong@eastpointe.net**

External concerns:

Eastpointe’s Special Investigation Unit (Program Integrity) are responsible for investigating concerns/complaints that pertain to suspicion of Fraud, Waste or Abuse by providers. (Agencies/Organizations contracted with Eastpointe to provide Behavioral Healthcare Services.)

When making an external concerns/complaint, make sure to have as much information as possible. Examples include:

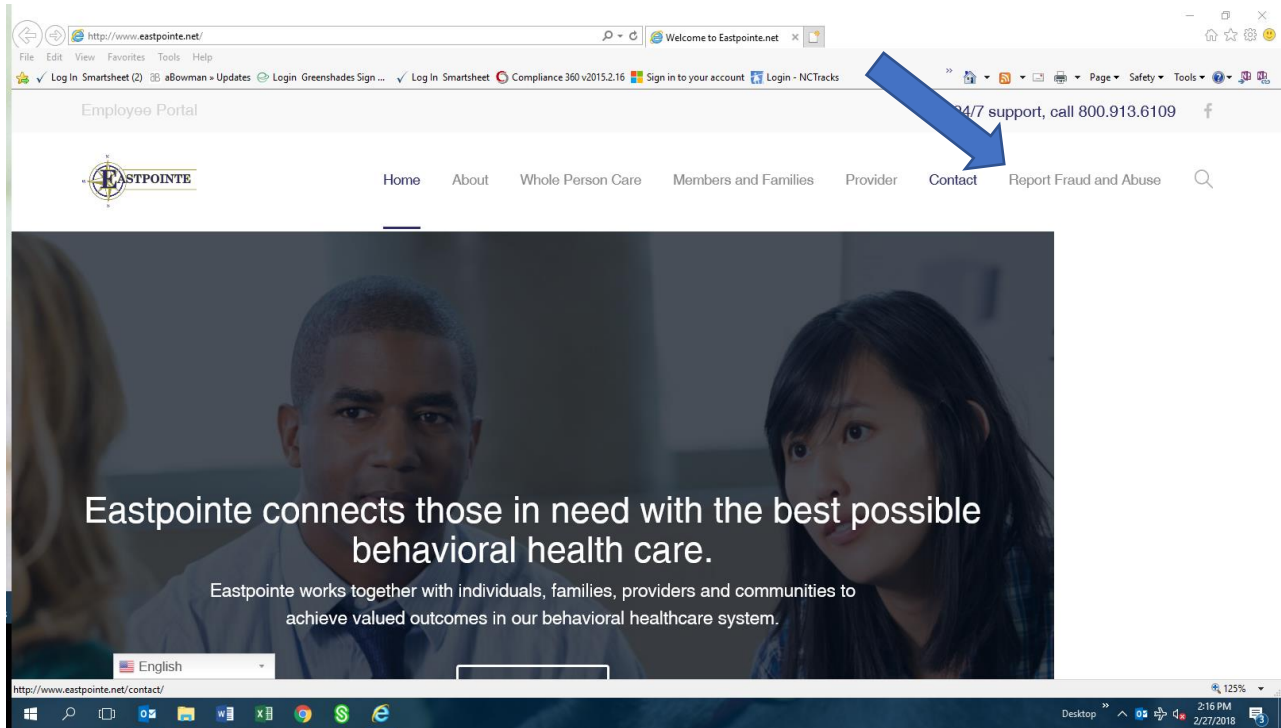
- Name of Client
- Medicaid Number (if known)
- Name of Provider
- Date(s) of Service
- What service you are reporting
- A description of the acts that you suspect involve fraud, waste or abuse.

Program Integrity has multiple processes to report **External** concerns/complaints. However, the preferred process from internal staff is to submit the information via the PI Referral.

- The PI Referral is located on Eastpointe's website (Formdesk referral) www.eastpointe.net (instructions are found below)
- PI has an established Confidential Voicemail – 1-844-263-6464 (press option 1 to leave a confidential voicemail). No one will answer this number – leave a message and a PI staff will follow up with you to take your complaint. This process is to assist individuals outside of Eastpointe who may not have access to the internet.
- Program Integrity Email – pi@eastpointe.net

Submitting a Program Integrity Referral via website (For External Providers)

www.eastpointe.net – Homepage – click on “Report Fraud and Abuse”



You will be redirected to a new page. Scroll down to “Report Fraud and Abuse” section. Click on “Program Integrity Referral Form”

Report Fraud and Abuse

Eastpointe strongly encourages bringing any and all suspected fraud and/or abuse issues to our attention. Email us directly or contact our Fraud and Abuse hotline at anytime. If you wish to remain anonymous, you can do so by calling the reporting hotline.

Internal Fraud and Abuse- Fraud and Abuse hotline: **1-855-243-3147** | email: compliance@eastpointe.net

Web-Submission Report Form (Anonymous or Non-Anonymous) Reporting Option: www.eastpointe.ethicspoint.com

External Fraud, Waste and Abuse- Confidential Voicemail: **1-844-263-6464** (press option 1 to leave confidential voicemail) | email: pi@eastpointe.net

[Program Integrity Referral Form](#)

[Reporting Suspected Fraud and Abuse](#)

The PI Referral will open to the Formdesk referral form.

Complete referral boxes by providing as much information that you have. In the comment box, provide the information in a clear and concise manner – who, where, what, when.

The screenshot shows a web browser window displaying the Eastpointe Program Integrity Referral form. The browser's address bar shows the URL: https://fd10.formdesk.com/eastpointe/Program_Integrity?_utma=87509772.673875757.1454600300.1465840274.146594. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The browser's toolbar shows various icons for navigation and utility. The browser's status bar at the bottom shows the Windows taskbar with icons for the Start menu, search, and several open applications (Outlook, File Explorer, Word, Excel, Chrome, and Edge). The system tray shows the date and time as 2:22 PM on 2/27/2018.

The form itself features the Eastpointe logo at the top, which consists of a compass rose with the letters N, S, E, and W, and the word "EASTPOINTE" in a stylized font. Below the logo, the form is titled "Program Integrity Referral" and "Submit a Referral:". The form text reads: "Eastpointe would like to hear from you regarding any Program Integrity Referrals that you may have. Please complete the information below and a Program Integrity representative will contact you regarding your referral. If you would like to report anonymously please put the word "unknown" in the name and e-mail fields."

The form contains the following fields:

- Name reporting referral: * (text input field)
- I want to remain anonymous (checkbox)
- Email Address of person submitting Referral: * (text input field)
- Referral is about: (<Choose One> dropdown menu)
- Phone Number of person submitting Referral: * (text input field)
- Name of person completing this form: * (text input field)
- Name of Medicaid Client: (text input field)
- Client's Medicaid Card Number (if you have access to this information): (text input field)
- Name of doctor, hospital, or other healthcare provider: (text input field)

If you have an attachment to submit with the referral, upload by clicking on the paperclip at the bottom of the referral. It will only allow you to attach 1 document, but you can always email additional information that needs to be sent with the referral to pi@eastpointe.net making note that the email contains additional information to a referral submitted. Be sure to include the provider's name on the additional email information in order to tie the email back to the submitted referral.

The screenshot shows a web browser window displaying a form titled "Submit a Referral" on the website https://fd10.formdesk.com/eastpointe/Program_Integrity?_utma=87509772.673875757.1454600300.1465840274.1465944. The form includes the following fields:

- Name of Medicaid Client:
- Client's Medicaid Card Number (if you have access to this information):
- Name of doctor, hospital, or other healthcare provider:
- Date of Service From:
- Date of Service To:
- Program Integrity Concern (Please provide a description of the acts that you suspect involve fraud, waste, and/or abuse): *

Below the text area is an "Attach a file" section with a paperclip icon. A blue arrow points to this icon. Below the attachment section is a disclaimer: "This form is intended for the use of the person or entity to which it is addressed and may contain information that is privileged and confidential, the disclosure of which is governed by applicable law. If the reader is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is **STRICTLY PROHIBITED**. If you have received this message in error, please notify the original sender immediately by return email, along with this form from any electronic device. Thank you." A second blue arrow points to the "Send" button at the bottom of the form. The footer of the form states "This form was created at www.formdesk.com".

After completing the referral and adding the attachment, if there is one, click “send” at the bottom of the page. You will receive an email verifying that the complaint was successfully submitted.