

Shasta County Mental Health Compliance Disclosure Line Facts

Q. *How may Shasta County Mental Health (SCMH) employees report violations of law or SCMH policy?*

A. All employees are required to promptly report all known or suspected violations of law or SCMH policy. Employees may report violations to:

- ♦ Supervisor
- ♦ Manager
- ♦ Director
- ♦ Senior Leadership
- ♦ Deputy Compliance Officer
- ♦ Compliance Officer
- ♦ SCMH Compliance Disclosure Line

Management will assist you in reporting violations and facilitate getting you appropriate advice.

Q. *What is the SCMH Compliance Disclosure Line?*

A. SCMH Compliance Disclosure Line is a “hotline.” It is a toll-free number (**1-866-229-8050**) at which you may report in a convenient and confidential way violations of law or SCMH policy. In order to provide excellent service Shasta County Mental Health Compliance Disclosure Line is available 24 hours a day, 365 days a year. You may also email your concerns to the Compliance Officer at: mhcompofcr@co.shasta.ca.us.

Q. *What types of concerns should be reported to SCMH Compliance Disclosure Line?*

A. Call SCMH Compliance Disclosure Line to express concerns or report suspected violations related to:

- ♦ Bribes and Kickbacks;
- ♦ Medicare/Medicaid Fraud and Abuse;
- ♦ Conflicts of Interest;
- ♦ Fraudulent Billing;
- ♦ Privacy of Employee and Client Records;
- ♦ Confidentiality of SCMH Information;
- ♦ Alteration or Destruction of SCMH Records or Financial Documents;
- ♦ Potential Criminal Violations;
- ♦ EMTALA (Emergency Medical Treatment Active Labor Act); and/or
- ♦ Other Violations of law or SCMH Policies.

Q. *What concerns should not be referred to SCMH Compliance Disclosure Line?*

A. Compliance Disclosure Line is NOT to be used to report an immediate threat to person, property or environment. These conditions must immediately be reported as outlined in SCMH safety policies and procedures.

Q. *Do I have to provide my name?*

A. No. You may give your name if you desire, but it is not required. There are no recorders on the telephone lines or any devices that can identify or trace the number from which you are calling. SCMH is interested in resolving your concerns, not identifying the person reporting the issue.

Q. *How does SCMH Compliance Disclosure Line work?*

A. The call will go to a SCMH line that is monitored daily by a designated Compliance staff person. If the staff person hears a rapid pulsating busy signal indicating there is a voicemail message the Compliance Officer is notified immediately. If the Compliance Officer is not available, the Deputy Compliance Officer is notified. In the event the Deputy Compliance Officer is unavailable, the Director or Deputy Director is notified. The Compliance Officer, or designee, as listed in the chain of command as previously mentioned, listens to the voicemail message and documents the message in writing. The voicemail message is then deleted. If the Caller leaves a name and phone number the Compliance Officer may return the call in order to obtain necessary additional information. A confidential report will be prepared by the Compliance Officer who will initiate an appropriate review.

Q. *Are Callers limited in the number of times they can report?*

A. No. You may call as often as you wish to report information.

Q. *Will there be a review process after each report is made?*

A. Each report is taken seriously. Whether there is a review depends on a number of factors including the information provided, the details, documentation, if any, and SCMH policy.

Q. *What legal protection is afforded me when I report a suspected violation on the SCMH Compliance Disclosure Line?*

A. Under law and our own internal policy, *Non-Retaliation/Non Retribution Policy*, SCMH is not allowed to make reprisals against employees who furnish good faith reports of inappropriate activities.