

GOVERNMENT PROGRAMS

Compliance Officer Newsletter

A Message from Kim Green:

My goal for each Government Programs Compliance Officer Newsletter is to provide you with information about the various government programs administered by HCSC.

HCSC is a Plan Sponsor that administers several Federal and State Government Programs, including:

- Medicare Advantage
- Medicare Prescription Drug Plan
- Illinois Medicare-Medicaid Alignment Initiative (MMAI) and
- Medicaid

As a Plan Sponsor, we have the responsibility to know and adhere to the requirements of all the contracts we administer. If we fail to meet those requirements, we are at risk for being subjected to various enforcement actions.

This newsletter edition will highlight how to report compliance concerns.

Please remember that you are required to report any suspicious behavior or potential wrongdoing related to any government contract. You can report this information to your manager, call the Corporate Integrity Hotline number, or report your concern online via the web reporting tool (www.hscs.alertline.com). All calls to our hotline can be made anonymously and without fear of intimidation or retaliation. As the Government Programs Compliance Officer, please know that you can always contact me directly at 312-653-5110.

Kim Green

HCSC Government Programs
Compliance Officer



Volume X
Issue 4
December 2020

In this Issue:

[Reporting Compliance Concerns](#)

[Reporting Basics](#)

[How to Report Concerns](#)

[Frequently Asked Questions](#)

HCSC Corporate Integrity HOTLINE 1-800-838-2552

How?
Can You Help?

- Watch for questionable activity
- Know the laws & HCSC policies
- Report any issues

For compliance questions or concerns related to:

- Medicare Advantage
- Medicare Part D
- Medicaid

Integrity • Respect • Commitment • Excellence • Caring

The graphic features a photo of Kim Green on the left and a large blue question mark on the right. Below the question mark is the text "Can You Help?". The bottom of the graphic includes the HCSC logo and a list of program types.



GPC Resources:

Enterprise

Medicaid/Debarment

Melissa Lupella, Senior Director

NM Medicaid

Jeanene Kerestes, Senior Director

IL Medicaid

Ryan Lipinski, Director

TX Medicaid

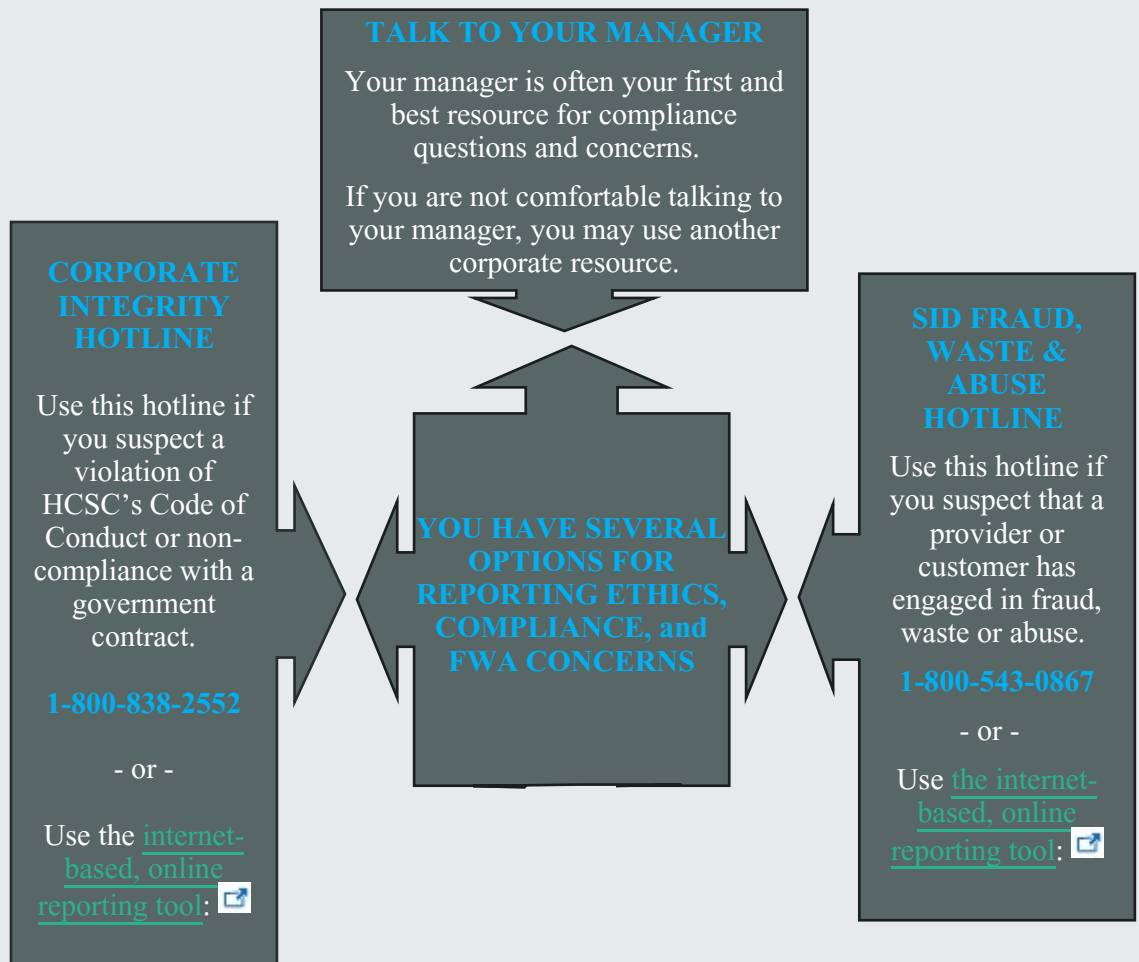
Kirstie Reck, Director

Medicare/MMAI

Shawna Romero, Director

REPORTING CONCERNS: THE BASICS

- HCSC is committed to complying with all CMS requirements related to government contracts, including adopting and implementing effective lines of communication.
- HCSC’s Corporate Integrity HOTLINE ensures that individuals can report concerns about non-compliant conduct and potential violations of the Code of Ethics and Conduct without fear of retaliation.
- A separate hotline, the Special Investigations Department (SID) Fraud, Waste and Abuse (FWA) Hotline, is also available for reporting suspected fraud, waste, or abuse by a member or provider.
- Both hotlines are available 24 hours a day, 7 days a week, and you may always choose to remain anonymous when reporting a concern.
- HCSC’s strong non-retaliation policy protects all individuals who participate in an investigation, including those reporting a concern in good faith as well as those who provide information relevant to the concern.



Use this [resource document](#) to identify and contact a corporate resource directly.



Contact Us

Email

hisccompliance@bcbsil.com

24/7 Hotline

1-800-838-2552

REPORT
ANONYMOUSLY

Website

www.hisccompliance.com

CORPORATE INTEGRITY HOTLINE FAQ

Is there a separate HOTLINE for reporting government programs concerns?

- ◆ No, there is only one HOTLINE for all HCSC corporate and government programs compliance concerns.

Is the HOTLINE staffed by an employee of HCSC?

- ◆ No, your call is answered by an external vendor.
- ◆ A report of your call is forwarded to the Ethics & Compliance Department (ECD) at HCSC, where the Senior Manager of Investigations reviews it.
- ◆ Based on the nature of the concern, the matter will be investigated by ECD or the concerns will be routed to the appropriate business area (e.g. Human Resources Workforce Solutions, Corporate Protection & Security, HCSC Facilities) for investigation and/or resolution.

Can I report my concerns anonymously?

- ◆ Yes, if you wish to remain anonymous, your name will not be included in the report sent to ECD.
- ◆ Even if you initially reported anonymously, you may choose to disclose your identity at any time during an investigation.
- ◆ ECD encourages you to provide your name, if possible, because it allows the investigations team to follow up directly with you to more quickly and efficiently resolve your concern.

Can I be retaliated against for reporting an issue of noncompliance?

- ◆ HCSC prohibits retaliation for good faith reporting.
- ◆ For a report to be made in “good faith,” you must have a reasonable belief that the information you provided is truthful; it does not mean that you must be correct about the potential violation.
- ◆ Our non-retaliation policy protects employees, contingent workers, and other individuals (e.g. consultants, contractors, members, providers, vendors, and producers and other similar entities with whom HCSC does business).
- ◆ Remember that HCSC’s Code of Ethics and Conduct requires you to report any improper action or situation, including violations of any laws, regulations, policies, or the Code.
- ◆ Any person who violates HCSC’s non-retaliation policy will be subject to disciplinary action and could face termination of employment or contract/service agreement.

When can I report a problem or concern of ethical or compliance violations?

- ◆ The Corporate Integrity HOTLINE and the web reporting tool are available 24 hours a day, 7 days a week.