

Mercycare Service Corporation (MSC)

Compliance Hot Line

319-369-4586

Mercycare Service Corporation (Mercy) is committed to maintaining high standards with regard to all facets of its healthcare operations. Mercy's **corporate responsibility program** documents our expectations for individual & organizational, ethical and legal business practices including our policies on fraud, waste, and abuse. The **Compliance Hot Line** is a vital part of this program and allows anyone to report a compliance concern.

WHAT TO REPORT

The following are examples of incidents that should be reported. **Please report all incidents**, even if you are unsure whether it is a violation. All reports are thoroughly investigated.

Examples include:

1. A pattern of billing incorrectly or incomplete/missing documentation.
2. Human Resources issues, such as: discrimination; unprofessional conduct exhibited by physicians, employees, contractors, etc; harassment; or hostile work environment.
3. Breaches of patient confidentiality, whether physical or electronic (under HIPAA).
4. Security breaches, physical or electronic (thefts, inappropriate computer access, violence, etc.).
5. Violations of Mercy Policies & Procedures and/or laws, regulations or standards.
6. Inappropriate or illegal conduct of any business partner, contractor, vendor, etc. while conducting business with or at Mercy which violate MSC's corporate responsibility program or laws, regulations and standards.

REPORTING AN INCIDENT

1. Incident reporting forms and program information are located on the Mercy Portal under Compliance / Organizational Integrity.

Concerns may be reported via telephone (Compliance Hot Line), e-mail, in person, interoffice mail or mailed via the U.S. Postal Service to:

Compliance Officer, Administration
Mercy Medical Center,
701 10th St. SE
Cedar Rapids, IA 52403-1292

2. All information will remain **confidential**.
3. Reporters may remain anonymous.
4. Retaliation toward anyone reporting a concern or participating in an investigation is NOT tolerated and will be dealt with promptly.

MSC COMPLIANCE OFFICERS

Corporate Compliance Officer

Kathy Krusie
319-398-6451

KKrusie@mercycare.org

Director of Organizational Integrity

Deb Schott
319-369-4740

DSchott@mercycare.org

Health Insurance Portability & Accountability Act (HIPAA) Contacts:

HIPAA Security Officer

Rich Head
319-398-6992
RHead@mercycare.org

HIPAA Privacy Officer

Jo Ellen Cook
319-398-6846
JCook@mercycare.org

MPS Privacy Contact

Angie Kuhn
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