

Mercycare Service Corporation (MSC)

**Compliance Hotline**

**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 and organizational, ethical and legal business practices including our policies on fraud, waste, and abuse. The **Compliance Hotline** is a vital part of this program and allows anyone to report a compliance concern.

<b>WHAT TO REPORT</b>
<p>The following are examples of incidents that should be reported. <b>Please report all incidents</b>, even if you are unsure whether it is a violation. All reports are thoroughly investigated.</p> <p>Examples include:</p> <ol style="list-style-type: none"> <li>1. A pattern of billing incorrectly or incomplete/missing documentation.</li> <li>2. Human Resources issues, such as: discrimination; unprofessional conduct exhibited by physicians, employees, contractors, etc; harassment; or hostile work environment.</li> <li>3. Breaches of patient confidentiality, whether physical or electronic (under HIPAA).</li> <li>4. Security breaches, physical or electronic (thefts, inappropriate computer access, violence, etc.).</li> <li>5. Violations of Mercy Policies &amp; Procedures and/or laws, regulations or standards.</li> <li>6. Inappropriate or illegal conduct of any business partner, contractor, vendor, etc. while conducting business with or at Mercy which violates MSC’s corporate responsibility program or laws, regulations and standards.</li> </ol>

<b>REPORTING AN INCIDENT</b>
<ol style="list-style-type: none"> <li>1. Incident reporting forms and program information are located on the Mercy Portal under Compliance / Organizational Integrity.</li> </ol> <p>Concerns may be reported via telephone (Compliance Hotline), e-mail, in person, interoffice mail or mailed via the U.S. Postal Service to:</p> <p style="text-align: center;">Compliance Officer, Administration Mercy Medical Center 701 10<sup>th</sup> Street SE Cedar Rapids, IA 52403-1292</p> <ol style="list-style-type: none"> <li>2. All information will remain <b>confidential</b>.</li> <li>3. Reporters may remain anonymous.</li> <li>4. Retaliation toward anyone reporting a concern or participating in an investigation is <b>NOT</b> tolerated and will be dealt with promptly.</li> </ol>
<b>MSC COMPLIANCE CONTACTS</b>
<p style="text-align: center;"><b>Corporate Compliance Officer</b> Caroline Giddings, 319-861-7994 cgiddings@mercyare.org</p> <p style="text-align: center;"><b>Senior Legal Counsel</b> Ann Peraud Cooke, 319-369-4544 acooke@mercyare.org</p> <p style="text-align: center;"><b>Legal Counsel</b> Cassie Smith, 319-369-4740 camsmith@mercyare.org</p>

**Health Insurance Portability & Accountability Act (HIPAA) Contacts**

**HIPAA Security Officer**  
Gabe Kimbrough  
319-221-8892  
gkimbrough@mercyare.org

**HIPAA Privacy Officer**  
Jo Ellen Cook  
319-398-6846  
jcook@mercyare.org

**MPS Privacy Officer**  
Ann Peraud Cooke  
319-369-4544  
acooke@mercyare.org