

Compliance Hotline

315-272-2905

How do you report compliance/ethical concerns?

Call the Compliance Hotline @ 315-272-2905

*(If you wish to remain anonymous enter *67 before calling the hotline number)*

or

Email: compliance@rcil.com

Who can make the call?

Anyone who has a concern related to RCIL services.

What types of concerns would warrant a call to the Compliance Hotline?

-Abuse/Mistreatment	-Policy and Procedure Violations
-Falsification of Documentation	-Violation of Laws or Regulations
- Medicaid Fraud such as billing for services that were not provided.	-Breach of Consumer Confidentiality

This list does not include all the possible violations but provides examples of the different types of concerns that RCIL's Compliance Office would like to hear about.

Available 24 hours a day / 7 days a week

- All information provided is treated as confidential as possible to the extent permitted by law.
- Calls can be made without fear of retribution or retaliation.

Medicaid Fraud

What is Medicaid Fraud?

The Federal False Claims Act (FCA) describes Medicaid Fraud as the act of knowingly submitting or causing another to submit false claims for payment of government funds. An example of a FCA violation includes submitting false time records for services that were not rendered.

What are the consequences for committing Medicaid Fraud?

- Consumers risk losing services covered under Medicaid.
- Personal Assistants/Workers may face disciplinary action up to and including employment termination.
- Legal consequences for the Consumer, Designated Representative/Designees, and/or the Personal Assistants/Workers.

Examples of how to prevent Medicaid Fraud:

- Only sign documents with your own signature.
- Personal Assistants/Workers should clock in/out their own hours and work the actual hours clocked in for.
- Personal Assistants/Workers should perform identified job tasks related to the needs of the Consumer only.
- Notify RCIL of a consumer hospitalization, rehabilitation, or nursing home admission and Personal Assistants/Workers should not work during this time.

Any concerns of Medicaid Fraud should be reported to RCIL's Compliance Department at 315-272-2905 or email – compliance@rcil.com.