

POLICIES AND PROCEDURE MANUAL

Chapter:	Compliance		
Title:	Compliance Line		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> Page: 1 of 2	Review Cycle: Biennial Author: Chief Compliance Officer & Quality Improvement Council	Adopted Date: 07.01.2014 Review Date: 11.07.2023	Related Policies: Compliance and Program Integrity

Purpose

To ensure Mid-State Health Network (MSHN) maintains a compliance line that is available to receive reports from employees, network providers, contractors, stakeholders and/or consumers about suspected fraud or regulatory violations.

Policy

The Mid-State Health Network will develop and maintain a dedicated compliance line for the purpose of receiving reports from employees, network providers, contractors, consumers, and/or stakeholders about suspected fraud or regulatory violations.

The telephone number for the compliance line will be posted prominently in all office locations and on the MSHN website. Calls will be treated confidentially and in accordance with the protections provided in the Michigan Whistleblower's Act (PA 469 of 1980).

The MSHN Compliance Officer (CO) will listen to the compliance line messages and receive calls daily. For periods of absence the MSHN CO shall assure appropriate and designated coverage for the line. The MSHN Compliance Officer, will prepare a compliance log for each call. The compliance log will summarize the call, and clearly identify the concern and the indicated follow up of the MSHN CO.

The MSHN CO may perform investigations in accordance with the Corporate Compliance Plan.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN’s CMHSP Participants: Policy Only Policy and Procedure Other:
- Sub-contract Providers

Definitions:

MSHN: Mid-State Health Network
MSHN- CEO: Mid-State Health Network Chief Executive Officer
MSHN-CO: Mid-State Health Network Compliance Officer

Related Materials:

MSHN Corporate Compliance Plan (CCP)

References/Legal Authority:

Michigan Whistleblower’s Act (PA 469 of 1980)
State of Michigan/PIHP Contract: Schedule A: Statement of Work Contract Activities: R. Program Integrity
Code of Federal Regulations, Section 42: 438.608 – Program Integrity Requirements

Change Log:

Date of Change	Description of Change	Responsible Party
07.01.2014	New policy	Chief Compliance Officer
08.25.2016	Annual Review	Director of Compliance, Customer Service, & Quality
08.24.2017	Annual Review	Director of Compliance, Customer Service, & Quality
08.2018	Annual Review	Director of Compliance, Customer Service, & Quality
09.2019	Annual Review	Director of Compliance, Customer Service, & Quality
08.2021	Bi-Annual Review; removed language on investigations; updated references	Chief Compliance and Quality Officer
08.2023	Biennial Review	Chief Compliance and Quality Officer