

Reporting Compliance Complaints and Fraud, Waste, and Abuse

One of our key goals and ultimate responsibilities at Fidelis Care is to help create and foster an ethical business environment for our members, providers, vendors, employees, and the general public. Fidelis' Compliance program was established to enhance communication and to provide mechanisms to report potential ethical issues or concerns, general questions about our policies, and to report potential fraud, waste or abuse.

You may contact the Compliance Hotline at 1-800-455.4420 to report any potential compliance issues or to ask questions and obtain information.

There may be situations when you may feel more comfortable raising concerns directly with an outside entity or on an anonymous and confidential basis. The EthicsPoint-Fidelis Compliance Hotline provides an alternative channel for you to communicate your concerns confidentially and anonymously if you so choose. EthicsPoint enables organizations to foster a business culture of integrity and compliance and is dedicated to helping organizations protect their cultures and reputations by facilitating the reporting and identification of issues and events of behavior that may be inconsistent with their codes of conduct.

Please know that when you use the EthicsPoint-Fidelis Hotline, you can report misconduct that you observe, potential violations related to our Medicaid, Medicare, and other government-sponsored programs, or gain clarity on whether or not something is cause for concern. All questions, allegations, and suggestions will be reviewed and responded to in a timely and appropriate manner by the Compliance Office.

To submit a potential allegation, question, or suggestion via phone using the EthicsPoint-Fidelis Compliance Hotline, please call 866.384.3528 and an EthicsPoint Contact Center Specialist will facilitate the call gathering all required information. You may also continue to call the Fidelis Care Compliance Office at 800.455.4420.

If you feel more comfortable sharing information online rather than over the phone, go to www.fideliscare.ethicspoint.com. This website is managed directly by EthicsPoint to ensure confidentiality and provide for anonymous reporting.

Fidelis has established its Special Investigation Unit to investigate allegations of Fraud by Providers, Members, Contractors, Employees or others. The Fidelis Care Special Investigation Unit is staffed by trained professionals who will vigorously look into each case. The Fidelis Special Investigation Unit has recently implemented a state-of-the-art Fraud and Abuse detection system to further enhance its fraud fighting capabilities. Fidelis Care is committed to identifying and stopping healthcare fraud. You can report fraud, waste, or abuse through the following:

- Call the Special Investigations Unit Fraud Hotline at 1-877-533-2400
- Email the Special Investigations Unit at reportfraud@fideliscare.org

- Fax the Special Investigation Unit at (718) 393-6448

Fidelis Care
95-25 Queens Boulevard
Rego Park, NY 11374
Attn: Special Investigations Unit