## Compliance Policy

Health Force fosters open communication at all levels of the company. If you have any compliance-related questions or concerns please reach out to the Compliance Officer, your direct supervisor, or any member of the executive team. We encourage you to speak up and report any business activity that you believe may violate any applicable laws or Health Force’s policies or procedures.

# **Fraud, Waste, and Abuse Training and General Compliance Training**

Health Force has adopted training material published and required by the Centers for Medicare & Medicaid Services (CMS) for these topics. The CMS training material must be used to meet this requirement.

In order to access this material Via two interactive Web-based Training (WBT) modules on the online CMS Medicare Learning Network. Additionally, organizations choosing the WBT option can receive a CMS certificate of completion from CMS for each module. After the completion of this Module, you will receive a Certificate of Completion from CMS to provide to Health Force for confirmation of the Certification. Additionally, you will be required to attest to the completion as well in order to receive credit for it.

**Accessing the CMS Training Material**

1) Navigate to <http://www.cms.gov/Outreach-and-Education/MedicareLearning-Network-MLN/MLNProducts/ProviderCompliance.html>.

2) Scroll to the “Fraud and Abuse-related Resources” section.

3) Click on “FAQs Medicare Parts C and D Compliance and Fraud, Waste, and Abuse Training”

4) Follow the instructions in the CMS file to access the CMS content in your organization’s preferred method.

## **How to Report Fraud, Waste, and Abuse**

## If you suspect fraud, waste or abuse in the healthcare system, you must report it to Humana and we'll investigate. Your actions may help improve the healthcare system and reduce costs for our members, customers and business partners.

To report suspected fraud, waste, or abuse, you can contact Humana in one of these ways:

* **Phone:** English 1-877-244-9151 **Fax:** 1-866-591-1820
* **E-mail:** [CorporateCompliance@HealthForceus.com](mailto:CorporateCompliance@HealthForceus.com)
* **Mail:** Health Force, LLC, Corporate Compliance, P.O. Box 3548, Columbia, South Carolina 29230.