

# Reporting Fraud, Abuse and Neglect

ONE OF THE WAYS WE CAN SUPPORT AND PROVIDE THE BEST CARE FOR OUR CONSUMERS IS BY REPORTING SUSPECTED FRAUD, ABUSE, OR NEGLECT.  
WHO SHOULD YOU CALL?

**Abuse\*** is harm or threatened harm to a Consumer's health or welfare caused by another person, including non-accidental physical injury, mental injury, sexual abuse, or maltreatment.

**Neglect\*** is harm to a Consumers health or welfare caused by the conduct of a person responsible for the Consumer's care, including failure to provide adequate food, shelter, medical care.

**The rights of recipients of Mental Health services are protected by state and federal laws. Direct Care Workers are Mandated Reporters.**

If you or a consumer would like these rights explained, OR if you or a consumer want to file a rights complaint, please:

Call: **Office of Recipient Rights (269) 364-6920**

Mail a complaint to:

ISK Office of Recipient Rights

610 S. Burdick St.

Kalamazoo, MI 49007

Fax: (269) 364-6929

Email: [orr@iskzoo.org](mailto:orr@iskzoo.org)



**The Rights Contact for your Agency is:**

Celeah Ellis (269) 343-6355 626 Reed Ave. Kalamazoo, MI49001

The above named rights advisor is also available to assist you in filing a complaint. The complaint will then be forwarded to the Office of Recipient Rights for intervention/investigation. You will be contacted when the Office of Recipient Rights receives your complaint.

NOTE: It is a violation of the Mental Health Code for CMH staff to cause a condition or carry out an action which is retaliatory or discriminatory toward any consumer, or a person acting on their behalf, who intends to or carries out their right to file a complaint.

# Reporting Fraud, Abuse and Neglect cont.

## **Fraud & Abuse Compliance Hotline** **Hotline: 269.978-0569 ext 7401**

The Fraud & Abuse Compliance Hotline serves as a means of reporting suspected financial fraud and abuse or other wrong-doing in our organization. All callers are urged to first try to resolve any issues by talking with their supervisors, Human Resources, Recipient Rights or Privacy Advisor, or any management person that might be able to help. The Hotline is a call of last resort- if you have not been able to resolve the issues by any other means or are afraid to talk with someone within the organization it is appropriate to use it.

Fraud - the misrepresentation of truth in order to induce another to part with something of value or to surrender a legal right, an act of deceiving or misrepresenting.

Embezzlement - to appropriate (as property entrusted to one's care) fraudulently to one's own use.

Theft - the felonious taking and removal of company property with intent to deprive the company of it; an unlawful taking (as by embezzlement or burglary) of property.

Waste- the needless or careless expenditure of taxpayers' funds.



### **Call the Hotline When You Believe:**

- A violation of state or federal law or regulations has occurred.
- Fraudulent financial transactions or improper accounting are evident.
- Theft/Fraud/Kickbacks are evident.
- Violations of consumer care or rights exist (before using the Hotline, please contact your Rights Advisor)
- Consumer information/records/confidentiality has been compromised.
- There is a conflict of interest with CLO's policies or procedures.

### **Do not call the Hotline if:**

- It is a problem with your supervisor, your wages, you co-workers.
- If it is a payroll issue.
- If you have an issue that does not fit into the compliance area.

For these issues, please call Human Resources, talk to your supervisor or other appropriate personnel.