



Web Reporting and Telephone Hotline



HOTLINE
SERVICE CENTER

Two Reporting Methods

1. Online Web Reporting at <http://www.hotline-services.com>
2. Telephone Hotline at **1-855-252-7606**

Both methods are available to use
24/ 7 -- 365 days a year.

Online Web Reporting & Telephone Hotline

Steps for Employees



HOTLINE
SERVICE CENTER

Online Web Reporting

Steps for Online Web Reporting by Employees

1. Employees can report concerns online at:
<http://www.hotline-services.com>
2. The online web reporting module is maintained by Compliance Resource Center.



Step 1: Log In

HSC **HOTLINE**
SERVICE CENTER

organization name **Log In**

Select Language Powered by Google Translate

[Need Assistance?](#)

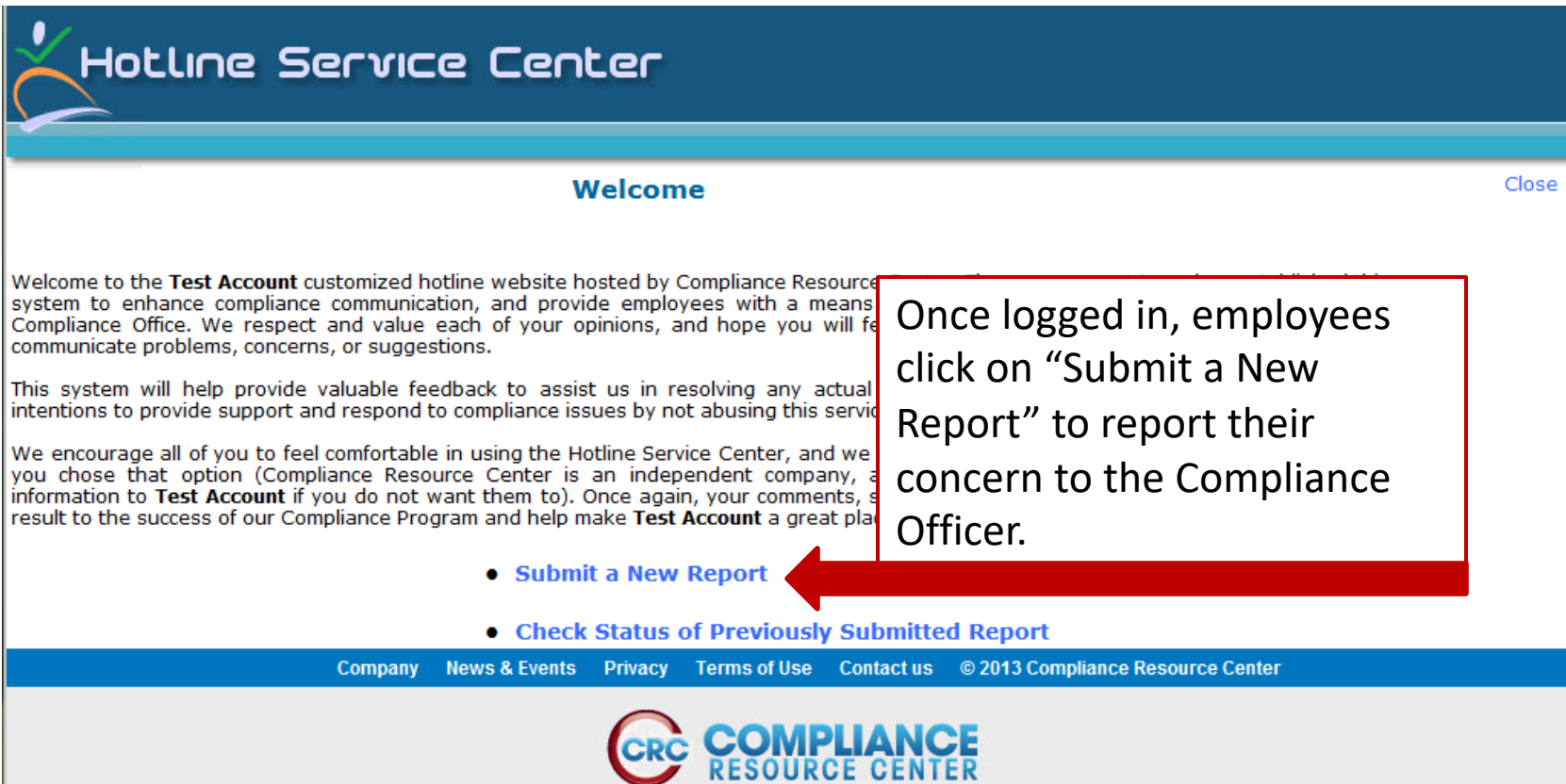
Employees will enter Early Autism Services then tap 'Log in'

You've reached the hotline. Enter your organization's name to submit a report.

You may submit a report without identifying yourself but, if you do, your identity will be protected. All reports go directly to the Compliance Officer.

Compliance Resource Center, LLC. | All Rights Reserved

Step 2: Submit New Report



Hotline Service Center

Welcome Close

Welcome to the **Test Account** customized hotline website hosted by Compliance Resource Center. This system is designed to enhance compliance communication, and provide employees with a means to communicate problems, concerns, or suggestions.

This system will help provide valuable feedback to assist us in resolving any actual compliance issues by not abusing this service.

We encourage all of you to feel comfortable in using the Hotline Service Center, and we will respect your privacy. If you chose that option (Compliance Resource Center is an independent company, and we will not share your information to **Test Account** if you do not want them to). Once again, your comments, suggestions, and feedback will result to the success of our Compliance Program and help make **Test Account** a great place to work.

- [Submit a New Report](#)
- [Check Status of Previously Submitted Report](#)

[Company](#) [News & Events](#) [Privacy](#) [Terms of Use](#) [Contact us](#) © 2013 Compliance Resource Center

CRC COMPLIANCE RESOURCE CENTER

Once logged in, employees click on “Submit a New Report” to report their concern to the Compliance Officer.

Step 3: Anonymity Preference

[Back](#) [Close](#)

Submit a New Report

Please complete the form below to report a violation of laws, standards, policies, as well as other concerns confidentially, anonymously and without the fear of retribution. You will remain anonymous unless you specify that you would like to be contacted for further discussion. Once the report is successfully submitted it will be received by your organization's compliance office.

Reporter Classification: Employee Contractor Client

Reporter

I would like to remain anonymous.
 I will provide my name and contact information but do not wish to be contacted. (Please provide contact information below)
 I would like to be contacted. (Please provide contact information below)

Name

Email Address

Phone Number
(xxx-xxx-xxxx)

Employees have the option to remain anonymous when submitting a report or can provide their contact information.

Step 4: Complete Report Form

Please provide a detailed description of your concern.

Please provide detailed remarks explaining the concern, such as who, what, when, where and how.

Where did this occur?

Please provide as many details as possible such as the facility, department, specific location, etc.

Please provide the names and titles of anyone involved.

Please provide the name and titles of anyone involved. If you are unable to provide the name and/or title of the individuals involved, please provide as much descriptive detail as possible about the individual(s).

Please provide the best approximation of the date and time when the incident

09/23/2015 11:39 AM (Type 'A' or 'P' to switch AM/PM) CST

Call Type

Allegation or Complaint

Call Type Other (Please specify)

Concern Category

To select multiple items, hold down CTRL key and make selection(s).

- Auditing Practices
- Conflict of Interest
- Customer/Patient Relations
- Disclosure of Confidential Information or PHI
- Discrimination or Unfair Treatment
- Fraud and Abuse

Submission Method

Submitted Online Submitted by Telephone

Submit Report

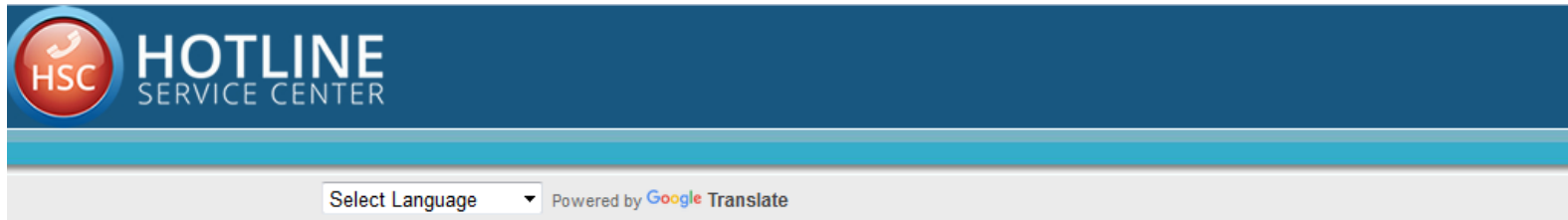
Employees should provide as much information available to them, including:

- What
- When
- How
- Who
- Where
- Concern Category

Once the report is completed, click "Submit Report."



Step 5: Confirmation



◀ Back

Report Received


Close

Your report has been successfully submitted to Sample Organization's Compliance Officer. You may check the status of this report and any case details through the Hotline Service Center website using the following 9-digit PIN number: 430468102.

Please check back to view the status of your report or see if any additional information has been requested. Keep in mind investigation and response times may vary and it could take some time before a response has been posted. You can always submit additional information, even if no update has been made to your report.

Follow the steps below to check the status of a report:

- 1- Enter the web address: <https://www.ComplianceResource.com/Hotline>
- 2- Enter your organization's name.
- 3- Select *Check Status of Previously Submitted Report*. A text entry field will display.
- 4- Enter the PIN number provided above.



Once the report is submitted, the employee will be taken to a confirmation notice, and will receive a nine digit PIN. The PIN can be used to track the status of their report.

Step 6: Check Report Status (Optional)

Hotline Service Center

Welcome Close

omized hotline website hosted by Compliance Resource Center. The management team has established this communication, and provide employees with a means to anonymously communicate with **Test Account's** and value each of your opinions, and hope you will feel comfortable using the Hotline Service Center to or suggestions.

uable feedback to assist us in resolving any actual or perceived issues; however, please respect our respond to compliance issues by not abusing this service.

mfortable in using the Hotline Service Center, and we assure that you will remain completely anonymous if nce Resource Center is an independent company, and is contractually forbidden from disclosing your (do not want them to). Once again, your comments, suggestions and valuable feedback will have a direct ance Program and help make **Test Account** a great place to work!

- [Submit a New Report](#)
- [Check Status of Previously Submitted Report](#)

Company News & Events Privacy Terms of Use Contact us © 2013 Compliance Resource Center

CRC COMPLIANCE RESOURCE CENTER

Employees can periodically check the status of their report by clicking on “Check Status of Previously Submitted Report.”


Step 7: Enter PIN

[◀ Back](#)

Check the Status of Report

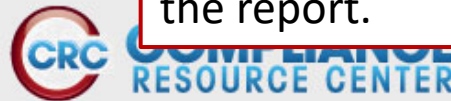
If you would like to check the status of a report please enter the 9-digit PIN you received after submitting the report.

Enter 9-digit PIN



Enter the nine digit PIN to receive a status update on the report.

[Company](#) [News & Events](#) [Privacy](#) [Tel](#) [e Center](#)



Step 8: Review Status

[← Back](#) **Check the Status of Report** [Close](#)

If you would like to check the status of a report please enter the 9-digit PIN you received after submitting the report.

Enter 9-digit PIN


Your search result

Date Report Submitted: 1/9/2013
PIN: 580724872

Concern Category: Allegation or Complaint
Concern Type: Fraud and Abuse
Dept./Division/Office: **TEST** Billing Dept.
Explanation of Concern: **TEST** My supervisor told me to upcode any codes related to cardiac exams
Individual(s) Involved: **TEST** Christopher Jones
Date Time of Incident: 1/7/2013 7:45:46 AM (CST)
Employee or Contractor: Employee
Reporter: I will provide my name and contact information but do not wish to be contacted
Name: Melissa Spears
Email Address: MSpears@hospital.org
Phone Number:

Status: Open
Case Status: The issue is under investigation.
Case Details: In the process of interviewing individuals involved.

[Company](#) [News & Events](#) [Privacy](#) [Terms of Use](#) [Contact us](#) © 2013 Compliance Resource Center

 **COMPLIANCE**
RESOURCE CENTER

The Status Report will display the information that the employee submitted, as well as any status updates the Compliance Officer entered.

Step 9: Add More Details

Reporter's
Response to
Case Details
(if applicable):

Add Response (Maximum characters: 500)

Date of Action	Compliance Team & Reporter Dialogue
3/30/2015 4:46:06 PM	Reporter: I noticed a typo in my original report. My coworkers name the documents contain both PII and PHI. I have told Jane that she types of paper in the trash can but she didnt really seem to care. I manager because I am afraid that Jane will know I was the one that manager Ashley Smith-Jones.
3/30/2015 4:42:02 PM	Compliance Officer - HSC Host - We are looking into the issue. Can you please answer some questions: - Do the documents contain PII or PHI? - Have you address this with John Doe? - Have you seen other employees do the same thing? - Have you spoken to your manager? - Who is your manager?
3/30/2015 4:40:21 PM	Reporter: Thank you. Will do.
3/30/2015 4:38:56 PM	Compliance Officer - HSC Host - Thank you for submitting your report. We will look into your concern. Please check the web-based reporting portal for updates.

While checking the status of a report, employees can continue to anonymously communicate with the Compliance Officer and/or enter additional information about the report.



Call the Hotline

- Employees can also report concerns by telephone.
- Place a call to the Hotline Service Center toll free number:
1-855-252-7606
- Employees can speak to a trained hotline associate 24 hours a day, 7 days a week.
- The telephone hotline is maintained by Compliance Resource Center.