

Niagara County Department of Mental Health & Substance Abuse Services
CORPORATE COMPLIANCE REPORTING
NOTICE to MEDICAID RECIPIENTS OF SERVICE

1. Expectations

- + Open lines of communication between NCDMH's Director, Senior Leadership/Management, Senior Staff, the Compliance Officer, each Affected Individual and NCDMH Medicaid Recipients of Service subject to this Compliance Plan are essential to the success of NCDMH's Compliance Program and commitment to comply with all applicable laws and regulations and the prevention of Medicaid or Medicare fraud, waste, and abuse.
- + All Affected Individuals must report compliance concerns. Failure to report is deemed misconduct and a violation of this requirement.
- + Every Affected Individual and Medicaid Recipients of Service have an obligation to refuse to participate in any wrongful course of action and to report the actions according to the procedure listed below.

+ **Reportable items include, but are not limited to:**

- + Any known or suspected fraud waste, and abuse
- + Illegal or unethical acts
- + Actual or suspected violations of Federal or State Laws and regulations;
- + Actual or suspected violations of the Standards of Conduct, the Compliance Program, and NCDMH's Policies and Procedures;
- + Improper acts in the delivery or billing of services (*i.e. false reports of time spent with clients, failure to complete timely progress notes, poor or negligent care, failure to have a fully executed treatment plan, making false claims for billing, not being properly credentialed for the services provided*); and
- + Other wrongdoing (collectively referred to as "compliance concerns")

For more information, please refer to the NCDMH Compliance Plan and Standards of Conduct located on the NCDMH Webpage at the link below or you may request a copy from your NCDMH provider.

https://www.niagaracounty.gov/departments/m-r/mental_health_substance_abuse/ncdmh_compliance_program.php

Scan QR Code



2. How to Report:

Reports may be made via any one of the confidential Compliance Reporting Mechanisms listed below: in person; by mail, phone, fax, or email.

- + Contact the Compliance Officer directly:

Myrla Gibbons Doxey, LMFT
Deputy Director/ Compliance Officer
475 South Transit Street, Lockport, NY 14094
(716) 439-7420
Myrla.Doxey@niagaracounty.gov

- + Compliance Hotline: (716) 438-3160
- + Compliance Fax: (716) 438-3161
- + Compliance Email: NCDMHCompliance@niagaracounty.gov
- + Anonymous reporting also available through the following:
- + Office / Mailing Address: 475 South Transit Street, Lockport, NY 14094
- + Compliance Boxes located at in each program area

3. Protections

- + NCDMH shall, as much as is possible, protect the anonymity or identity of the Affected Individual and Medicaid Recipients of Service who report a compliance concern or raises a question about NCDMH's Compliance Program and Standards of Conduct. Strict confidentiality regarding the reporting of compliance concerns will be maintained unless the matter is subject to a disciplinary proceeding, referred to, or under investigation by Federal, State, or local law enforcement, or disclosure is required during a legal proceeding.

4. Non-Retaliation and Non-Intimidation

- + NCDMH will not take any retaliatory action against an Affected Individual or Medicaid Recipient of Service who, in good faith, reports a compliance concern, as defined by the Compliance Policies and Plan or for good faith participation in the Compliance Program. Please reference the Compliance Plan for more information.

5. Guidance:

- + Any Affected Individual or Medicaid Recipient of Service may seek guidance about the Compliance Plan or Standards of Conduct at any time by following the reporting mechanisms outlined above.

Ideas for updates to the Corporate Compliance Program are welcome and you may make suggestions in the same manner as reporting outlined above.