



"Corporate Compliance"

We Take Seriously the Partnership We Have With You and Your Family



What You Need to Know:

The services we provide are paid for by Medicaid. Therefore we have an obligation to be **HONEST and ETHICAL in all that we do**

- Direct Support Professionals (DSPs) must submit Service records that show the actual date, hours worked and activities participated in for every day of service.
- Rounding up hours is not permitted.
- Expense Reimbursements can only be given for prior-approved activities.
- Documentation must be done on the day service occurs or as soon as possible.
- DSPs can not hold your money overnight.
- DSPs can not borrow or loan money.
- DSPs can not offer you money expecting something in return.
- DSP's cannot ask you to document anything they did not do or to date something for a different day than the actual day of service.

What You Can Do to Help:

- If you witness, are asked to participate in, or suspect fraudulent activities:

REPORT IT IMMEDIATELY!

How to Report Concerns:

- Contact EFR's Corporate Compliance Officer- Lauren Johnson-Albaroni 478-1462 ext. 331 or email: Compliance@contactefr.org
- Make an anonymous report by writing a letter with your concerns and sending it to the Corporate Compliance Officer at EFR.

What Happens Next?

- All reports are taken seriously and will be followed up on.
- EFR will not tolerate any retaliation towards you or your family.



What Happens if the RULES are not followed?

- Staff may face disciplinary action up to and including criminal charges.
- If you participate in fraud you can lose your services, lose your Medicaid and possibly be charged with a crime.
- Medicaid fraud is a criminal offense.

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REPORT IT IMMEDIATELY

Exceptional Family Resources

1820 Lemoyne Avenue
Syracuse, NY 13208
(315) 478-1467

Lauren Johnson-Albaroni
Corporate Compliance Officer
Exceptional Family Resources
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