Exceptional Family Resources (EFR) partners with individuals with disabilities and their families, providing services, information, advocacy and other supports to enhance lives and foster community acceptance.

Our priorities:

- Supporting and enhancing the independence of people with disabilities.
- Offering quality programs that link people to services, and empower them to advocate for themselves.
- Entering into true partnerships of mutual respect with others in order to foster community acceptance of people with disabilities.
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.

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 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.

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

REPORT IT IMMEDIATELY

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

Corporate Compliance Officer
Exceptional Family Resources
compliance@contactefr.org