



Fair Haven Community Health Care

Corporate Compliance at Fair Haven Community Health Care

Fair Haven Community Health Care's Corporate Compliance Program supports our mission to deliver high quality health services. The goals of our Program are to help Fair Haven Community Health Center to:

- Mitigate (or lessen) risk
- Fully comply with Federal and State laws and regulations, including all requirements set forth for Federally Qualified Health Centers by the Bureau of Primary Health Care
- Prevent health care fraud, waste, and abuse
- Support ongoing health care accreditation by The Joint Commission (TJC) and the National Committee for Quality Assurance (NCQA)

Our Program is based on the "Seven Elements" of an effective health care compliance program, which are:

1. A designated Corporate Compliance Officer and a Corporate Compliance Committee
2. Effective written policies, procedures, and standards of conduct (including policies that address potential or actual conflicts of interest)
3. Effective training and education for our employees, Board, and Corporate Compliance Officer (including annual training about whistleblower protections, corporate compliance, and ethics)
4. Effective lines of communication between our employees and our Corporate Compliance Officer
5. Internal monitoring and auditing (including our monthly Compliance Dashboard report)
6. Prompt responses to any detected offenses
7. Enforcement of standards through well-publicized guidelines

Fair Haven Community Health Care's Compliance Committee is chaired by the Corporate Compliance Officer and helps to promote a "Culture of Compliance" throughout our Health Center. This Committee includes leadership from:

- Billing & Revenue Services
- Clinical Affairs
- Finance
- Human Resources
- Information Technology
- Operations & Privacy
- Practice Management
- Practice Transformation & Accreditation
- Programs, Grants, & FTCA

Any suspected ethical violations or "good faith" reports of possible fraud, waste, or abuse are investigated promptly and discreetly by the Corporate Compliance Officer. Any employee who makes a good faith report will be protected against retaliation. You may contact the Corporate Compliance Officer directly with **any** questions or concerns at: Corporate Compliance Officer: Robyn Hoffmann, RN, MSN, CHC (203-752-5198) E-Mail: r.hoffmann@fhchc.org
Director of Practice Transformation & Accreditation: Rose Pudlin, MA (203-752-5111) E-Mail: r.pudlin@fhchc.org

For anonymous reporting, you may call the Health Care's Corporate Compliance Hotline at 203-974-0123.

Nondiscrimination Statement

Fair Haven Community Health Center, Inc. Complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 203-974-0111 (TTY: 711).

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 203-974-0111 (رقم هاتف الصم والبكم: 711).

Kiswahili (Swahili)

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata huduma za lugha, bila malipo. Piga simu 203-974-0111 (TTY: 711).

English

ATTENTION: Language assistance services, free of charge, are available to you. Please call 203-974-0111 (TTY: 711).