

## **How do I report potential Fraud, Waste and Abuse?**

Northwood is committed to credentialing a network of providers that render services adhering to high ethical standards. Northwood requires proof of active accreditation by a federally authorized entity and conducts OIG checks on a monthly basis to ensure any participating provider is not included in the debar list.

It is Northwood's policy that participating providers must report potentially criminal, fraudulent or other illegal activity immediately. Northwood has an established confidential email address for reporting: [compliance@northwoodinc.com](mailto:compliance@northwoodinc.com) or you may contact the Northwood Compliance Officer at (586)755-3830.

### **Response and Corrective Action:**

After any report is investigated and an offense is detected, Northwood will take reasonable steps to respond appropriately to the offense and to prevent any further similar offenses, including any necessary modifications to its Program to prevent and detect violations of the law. Depending on the individual circumstances, appropriate responses may include, but shall not be limited to, recoupment of inappropriately billed amounts, placement on a corrective action plan, Northwood provider network termination, additional training and/or reinforcement communications to appropriate associates, and disclosure to Northwood customers, governmental agencies, and/or law enforcement as determined by the Northwood president.