

What to Expect When You Report a Concern

Navigating the Investigation Process



If you see something

1

If you suspect a potential compliance concern, share it with your leader, Ethics & Compliance Hotline, or Human Resources.

It's okay if you don't have all the details. Share as much information as you can.



Say Something

2

You can report a concern to the Ethics & Compliance Hotline by calling (833)-671-9548 or submitting an online report. You can choose to provide your name or remain anonymous.

Visit <https://caredelivery.ethicspoint.com/> or scan the QR code to report a concern.



ASSIGN

3

When your report is received, we will review and assign it as soon as possible.

Investigations may be led by Human Resources or the Ethics & Compliance department.



INVESTIGATE

4

Once your report is assigned, we will start with an evidence-based investigation.

Your identity is kept confidential to the greatest extent possible. When reporting, you'll receive a report key and create a password, which can be used to check the report status. Be sure to check in, as the investigation team may request additional info. **Do not lose your report key or password – they cannot be recovered.**



RESOLVE

5

Appropriate action is taken.

Because the investigation is confidential, you may not know if (or what) disciplinary action resulted from the investigation. You can follow up on a report via the hotline using your report key and password.



PROTECT

6

We do not tolerate retaliation.

Care Delivery (inclusive of Comprehensive Primary Care and CloseKnit) **does not tolerate retaliation against anyone who reports a concern in good faith.** This policy is reinforced with everyone involved. Speak up if you experience or witness retaliation. Refer to Compliancy Group.

Speak Up!

If you see something, say something. Speaking up is the correct thing to do!