



Reporting Ethics & Compliance Concerns



SummaCare's Delegated Entities have a responsibility to report any alleged compliance, fraud, waste and/or abuse issues involving SummaCare. SummaCare Delegated Entities may confidentially report a potential violation of our compliance policies or any applicable regulation by utilizing any of the methods indicated below.

As a SummaCare Delegated Entity, your organization must adopt and enforce a zero-tolerance policy for retaliation or retribution against anyone who reports suspected misconduct. For your reference, SummaCare policy prohibits retaliation or harassment against anyone who raises a concern or reports an issue to the SummaCare Compliance Officer.

What to Report

- Any compliance concern, including suspected or actual misconduct
- Violations of SummaCare's Code of Ethical Conduct - visit www.summacare.com/compliance/policy-review to download a copy of SummaCare's Code of Ethical Conduct.
- Violations related to Protected Health Information (PHI) and/or Health Insurance Portability and Accountability Act (HIPAA) laws and regulations
- Fraud, waste or abuse concerns, including inaccurate billing, eligibility, enrollment and membership concerns
- Conflict of interest issues

Ways to report - all methods of reporting are confidential

SummaCare Compliance Hotline (24/7)	330-996-8821 or 800-361-3908
Mail	SummaCare Compliance Officer PO Box 3620 Akron, OH 44309-3620
Email	compliance@summacare.com
Online	www.summacare.com/compliance/reporting and submit the confidential form