



# The Alert Line

## What is The Alert Line?

Novant Health employees have the responsibility to act ethically and in accordance with the many rules, laws, and regulations that govern healthcare.

The Alert Line is a toll-free, 24/7, confidential and anonymous hotline for employees to use in reporting potential wrong doing. The Alert Line is managed by an outside company not owned by Novant Health. **Contact The Alert Line** at 1-800-350-0094 or at <https://novanthealth.alertline.com>.

## The purpose of The Alert Line:

The Alert Line – an employee’s opportunity to report ethical concerns anonymously – is an important part of our Compliance Plan. Our Compliance Plan and Code of Ethics detail Novant Health’s commitment and responsibility to “Do the Right Thing.”

We ask staff to seek guidance whenever the slightest question or concern about ethical behavior arises. We encourage staff to communicate concerns with their supervisors, management, the compliance department, or The Alert Line.

## Frequently Asked Questions about The Alert Line:

**Q.** Does someone who works for Novant Health answer the phone?

**A.** No. The Alert Line is managed by an outside company that is not owned by Novant Health.

**Q.** If I call The Alert Line, will the call be recorded?

**A.** No. The Alert Line does not record conversations or use any call tracing devices.

## What are some examples of unethical activity that should be reported?

### Examples of unethical activity include:

- Violations of patient rights
- Falsifying certifications or records to maximize payments
- Failing to report overpayments or credit balances
- Duplicate billing, billing for services not rendered
- Falsifying records, medical record alteration or destruction
- Bribes and kickbacks
- Inappropriate gifts and business courtesies
- Unlawfully giving healthcare providers inducements in exchange for referrals for services
- Theft and fraud
- Conflicts of Interest
- Health, safety, and environmental issues
- Misuse of property, technology, and confidential information
- Sexual harassment
- Discrimination
- Potential criminal violations
- Failure to adhere to professional standards of practice

This list is not all-inclusive. If you have any questions about a specific situation, please do not hesitate to contact your compliance officer, Per Normark at 678-992-7311, the Novant Health corporate compliance department at 704-384-7356, or The Alert Line at 1-800-350-0094, or at

<https://novanthealth.alertline.com>.