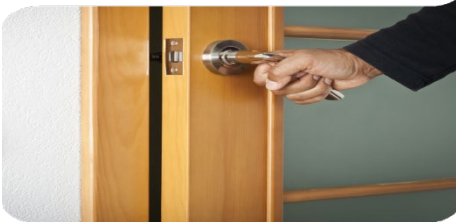


# The Key to Integrity: How to Report Compliance and Ethics Concerns

I can choose the option I feel  
the most comfortable using



**Failure to report suspected or detected noncompliance can result in disciplinary action if a matter is determined to have adversely impacted IFG.**

**When in doubt, report a concern.**

Examples of FWA include but are not limited to:

- Defrauding or attempting to defraud the healthcare system
- Lying, using false pretenses or making false statements or promises to get money from the healthcare system
- Using the identifying information of another person to defraud the healthcare system
- Misusing resources or services, which results in unnecessary costs to the healthcare system
- Taking any action that leads to a payment from the healthcare system that is improper, for substandard care or for medically unnecessary services

## **Disciplinary Action:**

Violation of IFG's policies and procedures, Humana's Ethics Every Day for Contracted Healthcare Providers and Third Parties, and/or other carrier policies and procedures could compromise IFG's integrity and reputation. A violation may also result in a required corrective action, termination of employment, contract and/or reporting of the violation to appropriate regulatory and/or law enforcement authorities.

An abundance of resources is available to make you feel comfortable speaking up.

## **Duty to Report and Resources**

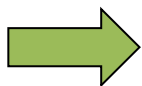
For raising issues, asking questions and reporting suspected violations:

- **Leader:** Ask your leader for advice
- **Other leadership:** Speak to the next level of leadership
- **IFG Ethics Line:** 1-888-230-4144
- **For Humana employees or Humana-related issues, you can also contact Humana's Ethics Office:** Contact via email at [ethics@humana.com](mailto:ethics@humana.com) or the **Humana Ethics Help Line:** Call 1-877-5-THE-KEY (1-877-584-3539) (or visit [www.ethicshelpline.com](http://www.ethicshelpline.com))

For either the IFG or Humana Ethics Line:

- Available 24 hours a day, seven days a week
- Calls will not be traced or otherwise identified

Any reports will be documented and forwarded to the appropriate compliance or ethics office for review and determination of action



IFG strictly prohibits intimidation and/or retaliation against any employee or contractor who, in good faith:

- Reports an actual or suspected violation of ethical standards, IFG or carrier policies or procedures, or applicable laws, rules, or regulations and/or
- Participates in the investigation of a suspected or detected violation

I have help

I have the support from my manager, my organization, IFG, and the IFG Ethics Line (1-888-230-4144) if I encounter sticky situations.