

---

**TITLE:** Billing Compliance and Corporate Responsibility Hotline

**POLICY/PURPOSE:**

The University of Florida College of Medicine – Jacksonville and the University of Florida Jacksonville Physicians, Inc. are committed to providing an environment of honesty, integrity and trust. To further this goal, a **Billing Compliance and Corporate Responsibility Hotline** has been implemented to encourage all employees to report concerns regarding ethical or legal issues they confront in the workplace. Any employee involved in the billing and accounting process is accountable for errors and has a responsibility to understand and adhere to all billing and accounting practice policies and requirements. This includes the responsibility to obtain current, accurate and complete answers to all billing questions **before** submitting any bills.

**DEFINITIONS:**

Departmental Compliance Leader – Each clinical department has a faculty member or Advanced Practice Professional assigned to assist the Office of Compliance with carrying out the University of Florida College of Medicine – Jacksonville Billing Compliance Plan. A list of the current Department Compliance Leaders is available on the Compliance website by clicking [here](#).

**PROCEDURE:**

1. Should legal, ethical or billing issues arise, speak with your supervisor, your Departmental Compliance Leader, the Human Resources Department, the Office of Physician Billing Compliance at 904-244-2158 or the Audit Services Department at 904-244-3440. If these options are not available or you feel uncomfortable using them, call the **Billing Compliance and Corporate Responsibility Hotline** toll-free at:

**1-877-556-5356**

2. The Hotline will help you to assist us in identifying and resolving legal, ethical or billing problems that might occur in the workplace.
3. The Hotline allows for a single phone number for both the hospital and the academic practice plan.
4. The Hotline is serviced by an outside vendor who monitors the Hotline 24/7 and call details are routed to the appropriate entity.
5. You may remain completely anonymous if you chose but please provide sufficient information to allow your issue to be thoroughly researched.
6. You will be given a Hotline case number and you may call the Hotline and provide them with your case number to follow-up on the status of your call.

7. There will be no retribution for asking questions, raising concerns or for making a good faith report of possible improper behavior.
8. The Hotline is a resource for all employees who may be confronted with ethical issues such as the following:
  - A. medical billing irregularities;
  - B. theft or abuse of UF College of Medicine – Jacksonville or UFJPI property;
  - C. embezzlement or fraud;
  - D. proper accounting and record keeping;
  - E. business courtesies and gifts; or
  - F. relations with government officials and regulatory agencies.

**APPROVED BY:** Maryann C. Palmeter  
Director, Office of Physician Billing Compliance