

What can you do to promote a culture of compliance?

- Commit to “Doing the Right Thing”
- Obey the regs and policies that apply to your job
- Make compliance awareness part of your job
- Put your Code of Conduct in an accessible spot
- Lead by example
- If in doubt, check it out
- Attend training sessions
- Notify supervisor of possible wrongdoings
- Communicate openly and honestly
- Ethics is a part of all activities

To participate in the New York State Medicaid Program, a provider must meet all applicable State, County and Municipal requirements for legal operation. The Medicaid Program generally expects of its providers:

- Timely service;
- Rides in duration of less than one (1) hour (barring exceptions based on location or acute circumstances such as weather and traffic);
- Provider employee sensitivity to the population;
- Courteous provider employees;
- Adequate vehicle staffing;
- Clean, non-smoking vehicles;
- Appropriately, adequately heated and air conditioned vehicles (i.e., heat in winter, air conditioning in summer).

Although it is often difficult to accommodate the needs of a medically-fragile population, we expect appropriate transportation for all Medicaid enrollees, and that every effort will be made to meet the needs of those enrollees utilizing Medicaid-funded transportation services.

Department regulation at Title 18 of the New York Code of Rules and Regulations (NYCRR) Section 505.10, which applies to Medicaid transportation services, can be found at:

http://www.health.ny.gov/regulations/nycrr/title_18/.

CARMEL TAXI and Car Service Inc.

COMMITMENT TO COMPLIANCE



Suspect Something, Say Something

- 877-873-7283
- compliance@omig.ny.gov

Who must comply with the Compliance Program?

Everyone, including employees, board members, administrators, physicians, volunteers and those with which we do business.

What are the rules that must be followed?

The standards set forth in the Code of Conduct provide an overview of the laws and rules you are expected to follow. A copy of the Code of Conduct is provided to all employees upon hire and is available upon request from the Compliance Officer. In short, we expect everyone to conduct themselves pursuant to the highest ethical, business and legal standards. As part of our Compliance Program, if you suspect that someone is doing anything that is illegal or unethical, you must report it.

Examples of what needs to be reported:

Questionable billing, coding or medical record documentation practices;
 Giving or accepting something of value in exchange for patient referrals or others business;
 Quality of Service issues;
 Stealing from Medicaid or a member;
 Altering medical or business records;
 Assisting in or ignoring fraud, waste or abuse concerns;
 and/or any activity or business practice that could possibly be interpreted as unethical or illegal.

How to Report Compliance Violations:

If you suspect insurance fraud, abuse, or suspicious activity has occurred, is occurring, or will occur, please report it immediately through any of the following:

- Speak to your supervisor or email directly
complaints@carmeltaxi.net
- Contact office of The Medicaid Inspector General via email at compliance@omig.ny.gov
- Or by calling the compliance hotline 877-873-7283
- Send a written report to

NYS OMIG- Bureau of Medicaid Fraud

800 North Pearl St

Albany, NY, 12204

- All reported compliance issues will be investigated.
- You may raise the issue anonymously if you wish.
- Be assured that there will be no intimidation of, or retaliation against, anyone who in good faith raises a compliance issue.