

## How do I report potential Fraud, Waste and Abuse?

Northwood is committed to credentialing a network of providers that render services adhering to high ethical standards. Northwood requires proof of active accreditation by a federally authorized entity and conducts OIG checks on a monthly basis to ensure any participating provider is not included in the debar list.

It is Northwood's policy that participating providers must report potentially criminal, fraudulent, or other illegal activity immediately. As such, Northwood has established several ways that Fraud, Waste and Abuse can be reported:

1. Reports may be submitted by secure online form by clicking the following hyperlink: **[www.lighthouse-services.com/northwoodinc](http://www.lighthouse-services.com/northwoodinc)**

2. Reports may be submitted by calling our **Toll-Free dedicated 24-hour telephone line:**

English speaking USA and Canada: 833-770-0007

Spanish speaking USA and Canada: 800-216-1288

Spanish speaking Mexico: 01-800-681-5340

French speaking Canada: 855-725-0002

Please Contact us if you need a toll-free # for North American callers speaking languages other than English, Spanish or French

3. Reports may be submitted by **E-mail** at [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (must include Northwood Company name with report).

4. Reports may be submitted by **Fax** at (215) 689-3885 (must include Northwood Company name with report)

## Response and Corrective Action:

After any report is investigated and an offense is detected, Northwood will take reasonable steps to respond appropriately to the offense and to prevent any further similar offenses, including any necessary modifications to its Program to prevent and detect violations of the law. Depending on the individual circumstances, appropriate responses may include, but shall not be limited to, recoupment of inappropriately billed amounts, placement on a corrective action plan, Northwood provider network termination, additional training and/or reinforcement communications to appropriate associates, and disclosure to Northwood customers, governmental agencies, and/or law enforcement as determined by the Northwood president