

KEY DRIVERS FOR HOTLINES

The growth of hotlines over the last decade has been nothing short of phenomenal. Various federal government agencies have long promoted hotlines. Use of hotlines has been included in a wide variety of compliance guidance standards, regulations and law since the days when the Defense Industry Initiative included the use of hotlines to communicate potential fraud problems.

The U.S. Sentencing Commission Guidelines for Organizations has called for hotlines going back to 1991. The Department of Health and Human Services Office of Inspector General has been promoting in their compliance program guidance documents that hotlines are a critical element of any compliance program going back to 1998. The passage of the Sarbanes-Oxley Act in 2002 mandated covered entities by law to have a hotline. The Privacy and Security Rules under Health Insurance Portability and Accountability Act of 1996 promote hotlines. Even the Supreme Court has entered into the fray with their decisions that make it clear that hotlines are needed to raise an affirmative defense for unlawful harassment.

HOTLINE SERVICE CENTER

Compliance Resource Center delivers the next generation in compliance hotlines. Hotline Service Center (HSC) has been designed as a cost-effective, telephone and web-based confidential compliance communication tool that allows anonymous reporting of possible illegal, unethical or improper conduct such as discrimination, harassment, and fraud and abuse. HSC provides clients and their employee two methods for reporting concerns, telephone hotline and web-based reporting. Our solution provides:

- **Confidential** and **anonymous** compliance communication channels
- Web-based module to **track issues** through to resolution
- **Detailed reports** of all communication submitted through telephone and web reporting channels
- Personalized **services** and client **support**
- Security and privacy **protection** of sensitive information

Telephone Hotline Reporting

- 24 hour live answer coverage of calls.
- Designated telephone line allows employees to report a violation without the fear of retribution.
- Hotline operators are trained to fully debrief caller and to obtain critical information related to their concern or violation.
- Reports containing highly sensitive or urgent matters are preceded by a telephone call to the Compliance Officer.

Web-based Hotline Reporting

- Secured web-based reporting permits employees to log into the client's designated site.
- The web-report guides employees through reporting the most essential and vital information needed by the client to follow up.
- Employees have the option to remain anonymous or be contacted by the Compliance Officer.
- All reports are instantly posted to the client's protected and secured mail box for retrieval.

All communications submitted through telephone and web-based reporting channels are provided promptly to the organization through a **secured web-based module** accessible only to the person designated to receive the reports. The web-based module permits reported issues to be **documented** and **tracked** through resolution. Tracking all activities related to investigation of the concern can be detailed and included in the **final report**.