

# **Hiawatha Behavioral Health Contact Information**

## **Recipient Rights/Customer Service/Corporate Compliance**

### **Director or Recipient Rights (Oversight of Chippewa, Mackinac, and Schoolcraft Counties)**

Ruth Musser

3865 S. Mackinac Trail

Sault Ste. Marie, MI 49783

Email: rrohbh@hbhcmh.org

Main Office: 906.632.2805

Toll Free: 1-800-839-9443

TTY: 906.632.5539

### **Customer Services Representative (Oversight of Chippewa, Mackinac, and Schoolcraft Counties)**

Bonnie Kaunisto

3865 S. Mackinac Trail

Sault Ste. Marie, MI 49783

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Main Office: 906.632.2805

Toll Free: 1-800-839-9443

TTY: 906.632.5539

### **Corporate Compliance Officer (Oversight of Chippewa, Mackinac, and Schoolcraft Counties)**

Roland Jacobson

125 N. Lake Street

Manistique, MI 49854

Email: rjacobson@hbhcmh.org

Main Office: 906.341.2144

Toll Free: 1-800-839-9443

TTY: 906.632.5539

## Northcare Compliance and Ethics

The NorthCare Compliance Plan documents NorthCare's approach to assuring that federal and state regulatory and contractual obligations related to compliance of the Prepaid Inpatient Health Plan (PIHP) are fulfilled. It addresses NorthCare's regulatory compliance obligations and how, where it has obligations, it will oversee the PIHP administrative functions it delegates to the Member Community Mental Health Service Providers (CMHSP). NorthCare pledges to comply with applicable laws, promote quality performance throughout the NorthCare Network, and maintain a working environment that promotes honesty, integrity and high ethical standards.

The Compliance Program is an essential part of NorthCare's mission and incorporates the seven elements of an effective compliance program. All NorthCare Personnel and Network Providers are expected to report any activity he or she reasonably believes is in violation of the law, ethical standards or NorthCare policies. An individual need not be certain that the violation has occurred in order to report it. Reporting enables the Compliance Officer to ensure potential problems are investigated quickly and to take prompt action to resolve them. Under no circumstances is retaliation for submitting a compliance issue or inquiry acceptable. Any covered party reporting suspected fraud, waste, or abuse is protected under the Whistleblowers' Protection Act 469 of 1980. All reports of wrongdoing will be evaluated promptly, thoroughly, and fairly by persons having sufficient level of expertise and knowledge with regard to the issue presented by the reporter.

Reports may be made directly to NorthCare's Compliance Officer by:

- a) Calling: 1-906-226-0043 (voice messages are confidential)
- b) Emailing to: [dbennett@up-pathways.org](mailto:dbennett@up-pathways.org)
- c) Mailing to: NorthCare Network, ATTN: Compliance Officer, 200 W. Spring Street, Suite 2, Marquette, MI 49855

Any individual who wishes to remain anonymous may use NorthCare's confidential Compliance Helpline to report compliance-related issues or concerns via:

- a) Toll free at: 1-844-260-0003
- b) The web at: <http://www.lighthouse-services.com/northcare>
- c) Email: [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com)
- d) Fax to: 215-689-3885

(Please inform that you wish to report to NorthCare Network in your email or fax.)

All reports will be handled as confidentially as practical and/or as allowed by law