

UI Health Compliance Hotline

The UI Health Confidential Compliance Hotline is a toll-free number (1-866-665 4296) you can call anytime from anywhere to report suspected compliance violations of any federal or state laws, UIC and UI Health policies or procedures anonymously.

- The hotline is available 24 hours a day, 365 days a year.
- You will NOT be asked to identify yourself.
- All calls are treated confidentially.

Frequently Asked Questions

What is the Compliance Hotline?

The purpose of the hotline is to provide employees, patients, patients' families, and vendors a confidential method to report suspected compliance violations (e.g., fraud, theft, discrimination and abusive practices, safety or health violations, or improper coding of procedures). UI Health employees are encouraged to report compliance issues to their immediate supervisor. The UI Health Compliance staff recognizes employees may not want to speak with their supervisor and the hotline is available for employees to report suspected compliance violations.

How does it work?

UI Health has a contract with Navex Global who provides trained staff to interview all hotline callers, 24 hours a day, 365 days a year. When you call, you will be asked to describe the nature of the suspected problem. Next, the information is relayed promptly to the UI Health Chief Compliance Officer or the designee who determines what actions are necessary.

Am I required to identify myself?

No. Complaints may be filed anonymously. You are **not required** to reveal your identity to the hotline interviewer. Callers are assigned a unique ID and PIN and **are required** to use the assigned ID and PIN to check the status of their complaint. The UI Health Department staff is not given information regarding callers' IDs and PINs.

How is the information reported back to the University?

Information gathered during the call is relayed to the UI Health Chief Compliance Officer or the designee within one business day or immediately in emergency situations. The UI Health Chief Compliance Officer or the designee will review the information and assign the report to the appropriate department for review and action.

What type of calls does the Hotline accept?

The hotline is for reporting suspected compliance violations. All calls are referred to the UI Health Chief Compliance Officer. Non-UI Health calls are referred to the appropriate compliance officer of the respective University unit. Typical calls include possible questionable actions by the staff, including medical care, billing issues, conflicts of interest, HIPAA violations, and kickbacks.

What if I suspect something is wrong, but don't know for sure?

Most problems are uncovered through tips and complaints from honest people who are not sure of their information. Navex Global staff will take the information you have and the UI Health Chief Compliance Officer or the designee will respond appropriately and notify Navex Global of the action taken.

Are Hotline calls recorded and can the UI Health Compliance Department trace the calls?

No. Hotline calls are not recorded and cannot be traced by the UI Health Compliance Department. The hotline calls are received by an independent third party vendor, Navex Global.

Are Hotline callers limited to the number of times they can report?

No. You may call as often as you wish to report information.

What legal protection is afforded me when I call Compliance Hotline?

UI Health will not retaliate or otherwise discipline any individual reporting suspected misconduct or non-compliance activities. Federal and State laws and University policies prohibit retaliation against employees who furnish good-faith reports of illegal activities.

Reference: [UIC HRPP 303: Disclosure of Wrongful Conduct and Protection from Reprisal \(Whistleblower\)](#)