



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Please Help Us Maintain Quality Care:

**HOW TO ACCESS
THE HELPLINE:**

Telephone:

884-6855

Internet:

[countyofsb.org/behavioral-wellness/
compliance.sbc](http://countyofsb.org/behavioral-wellness/compliance.sbc)

**WHEN TO CALL
OR EMAIL:**

- ✓ When you have questions about billing/claims/documentation.
- ✓ When you have concerns over client confidentiality. (HIPAA)
- ✓ When you suspect or know of fraud.
- ✓ When you suspect or know of unethical behavior.
- ✓ When you suspect or know of billing offenses.

FAQ

FREQUENTLY ASKED QUESTIONS:

AM I PROTECTED IF I FILE A REPORT?

Yes! Reports of violations may be made without fear of retribution and will be handled in a manner that protects the privacy of the caller. We recommend providing as much information as possible to assist us in investigating the situation efficiently and effectively. You may also leave an anonymous message.

DO I HAVE TO BE CERTAIN THAT A VIOLATION OCCURRED?

No. You need not be certain that the violation has occurred in order to report potential problems. Reporting enables Quality Assurance to investigate quickly and

to take prompt action as needed.

IF I KNOW OF SOMETHING UNETHICAL OR ILLEGAL, AM I OBLIGATED TO MAKE A REPORT?

Yes. As stated in the Code of Conduct, the Mental Health Plan (MHP) expects every employee to report any activity that he/she reasonably believes is in violation of the law, ethical standards or MHP policies.

WHAT IF I JUST HAVE A BILLING QUESTION?

The Compliance Helpline offers an excellent opportunity to obtain answers for your billing questions. The ADMHS Quality Assurance Department will research your questions and provide you with authoritative information.