

# Our Values in Action

We value an ethical, honest and positive work place, and putting these values into action depends on you. You can help Florida Health Care Plans maintain the highest standards of ethical excellence and corporate citizenship by being alert to situations that harm members, staff, visitors, or the organization.



## **The Ethics & Concerns Help Line**

Call the Ethics and Concerns Help Line at (386) 615-4080 to report a possible problem related to billing, patient rights, professional and business ethics, conflicts of interest, inappropriate gifts, issues of confidentiality, Medicare fraud and abuse, or other items covered in the Our Values in Action binder. All calls are handled promptly and confidentially. FHCP prohibits retaliation against anyone who calls the HelpLine in good faith to make a report of wrongdoing or unethical behavior.

## **Is it Legal?**

Is the action or behavior against the law, a regulation, or internal policy?

## **Is it Fair?**

Is the action or behavior fair to all concerned?

## **Does it feel right?**

Will the action or behavior make me feel good about myself?

**If the answer to any one of these questions is “no”, it’s time to ask for advice.**

## **Help Line Number is:**

Florida Health Care Plans 386-615-4080

## **FHCP Ethics/Concerns Resources**

Need to research a policy, regulation, ethical principle or standard of practice? For information please call:

FHCP Ethics/Concerns Help Line 615-4080  
Alix Miller, Compliance/Privacy Auditor 615-4088  
Rob Gilliland, Compliance Officer 676-7105

Florida Health Care Plans  
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