

## External Stakeholder Guidance for NCQA's Reporting Hotline

The National Committee for Quality Assurance (NCQA) takes fraud and misconduct seriously. NCQA does not tolerate fraudulent, misleading, or improper information submitted by organizations as part of their survey process, or any other program. NCQA requires truthful, accurate and complete information to support compliance with NCQA's program requirements. Submitting of any Falsified Documents or Fraudulent Information may be grounds for suspension, denial or revocation of NCQA's status. NCQA defines these terms as follows:

- **Falsified Documents** are documents provided by an applicant that have been redrafted, reformatted or fabricated, in whole or in part, with false or misleading information to substantiate compliance with [NCQA standards and guidelines](#).
- **Fraudulent Information** includes oral statements made by an applicant or another Accredited, Certified or Recognized person on behalf of the applicant to substantiate compliance with NCQA standards and guidelines or to otherwise influence the outcome of an NCQA survey, which are false or otherwise misleading.

To provide a secure manner to report allegations that Falsified Documents or Fraudulent Information have been supplied to NCQA, NCQA is making available its confidential Reporting Hotline. The Reporting Hotline is set up through Lighthouse Services and is not equipped with caller identification, allowing for an anonymous reporting mechanism. The Reporting Hotline should be used to report allegations that could affect NCQA-related operations. This includes, but is not limited to, the survey process, HEDIS measures and the determination of NCQA status and level.

A report must adequately describe and support the allegation of fraud or misconduct to allow for meaningful investigation by NCQA into the allegation. NCQA has no obligation to investigate an allegation that fails to provide sufficient detail so that potential evidence of fraud or misconduct may be identified. A report should include the following information: (a) the name of the NCQA Accredited, Certified or Recognized person and/or the name(s) and position(s) of any alleged wrongdoer within the organization; (b) a general description of the allegations of fraud or misconduct; (c) to the extent possible the basis that the alleged actions are germane to NCQA standards and guidelines; and (d) any additional information about how the alleged actions may influence NCQA-related operations, including the survey process, HEDIS measures or NCQA determinations. Please attach any documentation that supports the allegation, and indicate if you are willing to be contacted by NCQA for additional inquiry.

NCQA is committed to protecting, to the maximum extent possible, the privacy of those who report alleged fraud or misconduct, and the identity of any individual who is alleged to have committed a violation as part of an investigation of a report. The disclosure of the identities will be limited to the extent possible to those who need to know, consistent with a thorough, competent, objective and fair investigation; provided, NCQA must disclose identifies as required by law or court order.

Individuals may report by phone, email, online or fax through the Reporting Hotline.

- **Toll-Free Telephone:**

English speaking USA and Canada: **(844) 440-0077** (not available from Mexico)

Spanish speaking North America: **(800) 216-1288** (from Mexico user must dial 001-800-216-1288)

- **Website:** <https://www.lighthouse-services.com/ncqa>
- **E-mail:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (must include NCQA's name with your report)
- **Fax:** (215) 689-3885 (must include NCQA's name with your report)