

Dear Provider,

Absolute Total Care (ATC) is dedicated to conducting business in an ethical and legal manner. As a key partner, it is critical that you understand that we are committed to preventing, detecting and responding to fraud, wrongdoing or any type of misconduct. If you ever have any concerns or are ever asked by anyone, including an ATC employee, to engage in any behavior that you believe is wrong, unethical or illegal, please immediately contact ATC at the number below **AND** the South Carolina Department of Health and Human Services (SCDHHS). Our Ethics and Compliance department will promptly investigate allegations of wrongful, illegal or unethical business practices by any ATC employee or any provider and when necessary report allegations of the Anti-Kickback Statute, Stark Law violations and the False Claims Act to government regulators.

ATC follows the four parallel strategies of the Medicare and Medicaid Programs to prevent, detect, report and correct fraud, waste and abuse. (1) Preventing fraud through effective pre-payment review, enrollment and education of physicians, providers, suppliers and beneficiaries. (2) Detecting waste through data analytics and medical record review. (3) Reporting abuse to the appropriate partners, including contractors, the NBI-MEDIC and federal and state law enforcement agencies such as the Office of Inspector General (OIG), Federal Bureau of Investigation (FBI), Department of Justice (DOJ) and Medicaid Fraud Control Unit (MFCU). (4) Correcting fraud, waste and abuse by applying fair and firm enforcement policies such as retrospective payment review, as well as developing and implementing a corrective action plan.

The benefits of eliminating fraud, waste and abuse are: (1) improved patient care, (2) decreased wasteful medical expenditures and (3) saving of healthcare dollars and identification of recoupments. As these benefits are clear, ATC's expectation is that all providers, contractors and subcontractors comply with applicable laws and regulations, including but not limited to the following: Federal and State False Claims Act, Qui Tam Provision (whistleblower), Anti-Kickback statute, Physician Self-Referral Law (Stark Law), Health Insurance Portability and Accountability Act (HIPAA), Social Security Act (SSA), and US Criminal Codes.

Potential fraud, waste and abuse reporting may be accomplished by calling Absolute Total Care's anonymous and confidential hotline at 1-866-685-8664; by contacting our Compliance Officer at 1-866-433-6041; or by emailing [ATC.Compliance@centene.com](mailto:ATC.Compliance@centene.com). To report fraud, waste and abuse in the Medicaid Program, please use one of the following: The South Carolina Attorney General's Office at 1-888-662-4328; The South Carolina Department of Health & Human Services Program Integrity Office at 1-888-364-3224; or by emailing [fraudres@scdhhs.gov](mailto:fraudres@scdhhs.gov).

Thank you for taking time to review this very important message. If you have any questions please do not hesitate to call me directly at 803-933-3779.

Sincerely,



Donald Pifer  
Vice President, Network Management, Absolute Total Care