

FRAUD, WASTE, ABUSE and HIPAA SUSPECTED VIOLATIONS

Compliance concerns and suspected or actual violations should be reported to the member's Health Plan. Until a Compliance Officer has been identified, the most senior network contact is to be notified.

HEALTH PLAN CONTACT LIST

NAME	EMAIL	PHONE	FAX
AETNA HEALTH PLANS			
Meghan Garneau <i>Privacy Manager</i>	garneaum@aetna.com		
ANTHEM BLUE CROSS			
Sarah J. Lorance <i>Senior Vice President, Compliance</i>	sarah.j.lorance@anthem.com medicareprogramscomplofficer@anthem.com	(303) 764-7277	
BLUE SHIELD			
	privacy@blueshieldca.com	(888) 266-8080	
CARE 1ST HEALTH PLAN			
Jaime Ueoka <i>Chief Medicare Officer</i>	jueoka@care1st.com	(323) 889-5239	(323) 889-6284
CIGNA			
Nickole Atkins <i>Compliance Contact</i>	nickole.atkins@cigna.com		
HEALTH NET			
Kerry Mills <i>Regional Network Director</i>	kerry.e.mills@healthnet.com	(619) 521-4908	(866) 277-8284
HUMANA			
Katie Webber <i>Provider Network Consultant</i>	kwebber@humana.com	(858) 663-4982	(502) 508-0354
SCAN HEALTH PLAN			
Andrew Whitelock <i>Chief Risk Executive, SCAN Compliance Officer</i>	ComplianceOfficer@scanhealthplan.com	(877) 863-3362 (HOTLINE)	
SCRIPPS HEALTH PLAN			
Linda Pantovic <i>Director, Compliance</i>	pantovic.linda@scrippshealth.org	(858) 927-5360	
UNITED HEALTHCARE			
Aimee Ward <i>Director, Network Management</i>	aimee.ward@uhc.com	(714) 226-8907	(714) 226-6500



Appendix A – Report an Issue to SCAN Health Plan

FDRs, their employees and first tier, downstream and related entities must report compliance concerns and suspected or actual violations related to the Medicare program to SCAN Health Plan.

SCAN Health Plan will maintain confidentiality of all reports to the greatest extent possible.

There are several ways to report potential compliance issues and/or Fraud, Waste and Abuse – to SCAN, to Ethicspoint, and independent organization or to the Office of Inspector General (OIG).

To report a compliance issue, you may contact SCAN in one of these ways:

- SCAN Hotline at EthicsPoint: 1-877-863-3362 or visit www.ethicspoint.com
- Contact OIG: 1-800-HHS-TIPS (1-800-447-8477) or visit <https://forms.oig.hhs.gov/hotlineoperations>
- Contact SCAN’s Compliance Officer:

Andrew Whitelock, Chief Risk Executive – SCAN Compliance Officer

3800 Kilroy Airport Way, Ste. 100

Long Beach, CA 90806

ComplianceOfficer@scanhealthplan.com

How Do I Report a Compliance Concern?

- Call the Anthem Helpline at [877.725.2702](tel:877.725.2702) (all compliance issues)
- Call the Anthem Fraud Hotline at [866.847.8247](tel:866.847.8247) (FWA issues related to Anthem)
- Email ethicsandcompliance@Anthem.com (all compliance issues)
- Contact Anthem's Ethics & Compliance Department at P.O. Box 791, Indianapolis, IN 469206 (all compliance issues)
- Call the Anthem Medicare Programs Compliance Officer, Sarah Lorance (all compliance issues)
 - By Phone: [303.764.7277](tel:303.764.7277)
 - By Email: MedicareProgramsComplOfficer@Anthem.com
 - By Mail: 700 Broadway, Denver CO 80273
- Call or emailing your Anthem point of contact (all compliance issues)
- Call or emailing your Compliance Officer (Internal Compliance Officer/Contact)

Anthem