



Department of Behavioral Health

Policy and Procedure Guide

PPG 1.3.9 V#: 2

Section: Administration

Effective Date: 12/22/2006

Revised Date: 07/31/2019

Policy Title: Prevention, Detection, and Correction of Fraud, Waste and Abuse

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POLICY: Fresno County will maintain a comprehensive Compliance Program that includes auditing, monitoring, and reporting methods to prevent, detect, and correct fraud, waste and abuse. All Fresno County employees, contractors (including contractor's employees and subcontractors), volunteers and students (hereinafter referred to as "Covered Persons") have a duty to participate in efforts to prevent fraud, waste and abuse and ensure that public resources are used ethically, prudently and for legally designated purposes.

PURPOSE: To communicate to all Covered Persons the procedures and methods for preventing, detecting and correcting fraud, waste and abuse.

REFERENCE: Fresno County Compliance Program; Fresno County Board of Supervisors Code of Ethics; California Government Code § 12650-12656; United States Code Title 18-Federal Criminal False Claims; United States Code Title 31-Federal Civil False Claims; Deficit Reduction Act of 2005

DEFINITIONS: Audit: to methodically review and examine records or accounts to check the accuracy of the information.

Monitoring: for the purposes of this policy means to systematically test processes on an ongoing basis to document compliance with policies, procedures, laws or regulations.

Fraud: intentional deception or misrepresentation that an individual knows or should know, to be false that could result in some unauthorized benefit to you or another.

Waste: extravagant, careless or needless expenditure of funds or consumption of resources that results from deficient practices, poor

MISSION STATEMENT

DBH, in partnership with our diverse community, is dedicated to providing quality, culturally responsive, behavioral health services to promote wellness, recovery, and resiliency for individuals and families in our community.

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systems controls or bad decisions. Waste may or may not provide any personal gain.

Abuse: intentional, wrongful, or improper use of resources or misuse of rank, position, or authority that causes the loss or misuse of resources, such as tools, vehicles, computers, copy machines, etc.

PROCEDURE:

I. Compliance Officer Responsibilities

A. The County's Compliance Officer shall:

1. Provide information to all Covered Persons of the duty to report and available protections for reporting compliance issues.
2. Maintain an auditing and monitoring plan that is reviewed annually and updated as needed. This plan includes but is not limited to training/education, policy and procedure development and/or reviews, audits of program and contractor activities, claims review and other auditing and monitoring activities to detect, deter and correct fraud, waste and abuse.
3. Coordinate and/or oversee the prompt investigation, resolution, and documentation of any report of alleged fraud, waste or abuse. Refer to the Compliance Program Policy: Process for Investigating Non-Compliance.
4. Ensure that corrective actions are completed timely and properly documented.
5. Refer to appropriate personnel, reports of employee fraud, waste or abuse, as well as retaliation against an employee's lawful, good faith reporting of compliance issues for investigation and appropriate action.
6. Provide a copy of this policy, or the information therein, to all current or new Covered Persons during the annual compliance training or at the initial general compliance training.
7. Ensure that a copy of this policy is always readily available to any Covered Person.
8. Notifying the proper authorities once a crime has been detected.

II. Management/Supervisor Responsibilities

A. Covered Persons serving in management or supervisory positions shall:

1. Create an environment of honesty and ethics within each



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manager/supervisor's span of control.

- a) Provide employees with clear direction about work expectations and internal controls.
 - b) Actively discourage manipulation of clients, vendors or others for advantage.
2. Reduce opportunities for fraud, waste, and abuse by implementing strong internal controls that detect and deter dishonest behavior and when such behavior is detected, take appropriate action against the perpetrator.
 3. Ensure that all staff are informed of the options available for reporting fraud, waste and abuse and other compliance issues.
 4. Establish an environment free from intimidation and retaliation to encourage open communication.
 - a) Ensure that any person who reports issues is not subject to any form of retaliation for reporting issues in good faith.
 - b) Immediately address any and all forms of retaliation by co-workers.
 - c) Actively discourage conduct that could be perceived as retaliatory.

III. Covered Persons' Responsibilities

A. All Covered Persons shall:

1. Adhere to the County's Code of Ethics (pertaining to Fresno County employees), and the Code of Conduct (pertaining to all Covered Persons). Refer to the Compliance Program Policy: Code of Conduct.
2. Perform duties in a way that promotes the public trust and ensures proper expenditures and use of County assets and property.
3. All Covered Persons have a duty to report actual or suspected violations of law, regulations or policy including fraud, waste and abuse to appropriate authorities. Additional information is included in the Communications chapter of the Compliance Program, as well as state and federal false claims statutes.
4. Cooperate with investigations of compliance issues. Refer to the Compliance Program Policy: Process for Investigating Non-Compliance.

IV. Contractor Responsibilities

A. Contractor shall:

1. Review this policy during the mandatory initial and annual general compliance



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trainings.

2. Ensure that a copy of this policy is always readily available to its employees and subcontractors.