

Driver Compliance 2022



Dear Veyo Network Driver,

Veyo is dedicated to following a Code of Conduct that will result in 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 a Veyo employee, to engage in any behavior that you believe is wrong, unethical or illegal, please immediately contact us at the number or email below. Our Compliance department will promptly review allegations of wrongful, illegal or unethical business practices by any Veyo employee or any provider.

Veyo Compliance Hotline

1-888-482-8458

compliance@veyo.com

The hotline is available 24 hours a day, seven days a week. Callers are not required to give their names and all calls will be investigated and remain confidential.

Company Contact Information

Jennifer Kinberger, Sr. Compliance Manager

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What Are Fraud, Waste and Abuse?

- **Fraud** refers to a false action that is used to gain something of value
- **Waste** is the misuse of services
- **Abuse** refers to overused or unneeded services

These might be actions of a passenger, actions of a driver, or potential patient abuse or human trafficking situations – If it is suspicious REPORT IT!

Veyo prohibits retaliation against anyone for reporting FWA.

Fraud Statutes

The **Anti-Kickback Statute** is a criminal statute that prohibits anyone from knowingly and willfully offering, paying, soliciting, or accepting anything of value to induce or reward patient referrals or generate Medicare or Medicaid business. *This could be a driver giving a passenger a kick-back for requesting them or for the booking extra-long trips.*

The False Claims Act—prohibits the submission of "knowing" false claims to obtain federal funds including "deliberate ignorance," "reckless disregard," and "gross negligence." The United States may sue violators for treble damages. *Driver related false claim actions include claiming you transported a passenger when you did not and not transporting a passenger to the destination provided in the trip order.*

Protected Health Information (PHI)/HIPAA

Passenger information associated with transportation to/from medical appointments is Protected Health Information (PHI) and transportation providers and drivers are required to take the necessary actions to protect it from unauthorized disclosure. Electronic devices (computers, tablets, phones) must have security controls (passwords, etc.) and information on them must be deleted when no longer needed. Printed information must be destroyed in a secure manner.

CMS FWA training can be found at: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Abuse-MLN4649244.pdf>

I certify that I have read and understand this Code of Conduct:

Signature

Print Name

Driver ID

Date