



PLACE  
STAMP  
HERE

Exceptional Family Resources (EFR) partners with individuals with disabilities and their families, providing services, information, advocacy and other supports to enhance lives and foster community acceptance.

Our priorities: •

- Supporting and enhancing the independence of people with disabilities.
- Offering quality programs that link people to services, and empower them to advocate for themselves.
- Entering into true partnerships of mutual respect with others in order to foster community acceptance of people with disabilities.

Exceptional Family Resources  
1820 Lemoyne Avenue  
Syracuse NY 13208



**EXCEPTIONAL FAMILY  
RESOURCES**

**MEDICAID COMPLIANCE  
INFORMATION FOR FAMILIES**



## "Corporate Compliance"

# We Take Seriously the Partnership We Have With You and Your Family



## What You Need to Know:

The services we provide are paid for by Medicaid. Therefore we have an obligation to be **HONEST and ETHICAL in all that we do**

- Direct Support Professionals (DSPs) must submit Service records that show the actual date, hours worked and activities participated in for every day of service.
- Rounding up hours is not permitted.
- Expense Reimbursements can only be given for prior-approved activities.
- Documentation must be done on the day service occurs or as soon as possible.
- DSPs can not hold your money overnight.
- DSPs can not borrow or loan money.
- DSPs can not offer you money expecting something in return.
- DSP's cannot ask you to document anything they did not do or to date something for a different day than the actual day of service.

## What You Can Do to Help:

- If you witness, are asked to participate in, or suspect fraudulent activities:

**REPORT IT IMMEDIATELY!**

## How to Report Concerns:

- Contact EFR's Corporate Compliance Officer- Lauren Johnson-Albaroni 478-1462 ext. 331 or email: [Compliance@contactefr.org](mailto:Compliance@contactefr.org)
- Make an anonymous report by writing a letter with your concerns and sending it to the Corporate Compliance Officer at EFR.

## What Happens Next?

- All reports are taken seriously and will be followed up on.
- EFR will not tolerate any retaliation towards you or your family.



## What Happens if the RULES are not followed?

- Staff may face disciplinary action up to and including criminal charges.
- If you participate in fraud you can lose your services, lose your Medicaid and possibly be charged with a crime.
- Medicaid fraud is a criminal offense.

If you witness, are asked to participate in or suspect fraudulent activities:

**REPORT IT IMMEDIATELY**

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(315) 478-1467

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