

Helping you help our Veterans.

Doing things right and doing the right things.

VHA has established the Compliance and Business Integrity (CBI) Helpline in an effort to correct and prevent business errors, thereby assuring that we are serving our veterans ethically and being good caretakers of our communities' resources.

Examples of concerns for which the CBI Helpline may be used:

- Registration and patient intake
- Medical record documentation
- Medical encounter coding
- Billing
- Self-referrals
- Employment of sanctioned individuals or entities
- Any matter affecting the integrity of the VHA business operations (non-clinical issues)

Use Your CBI Officer

Employees should know the CBI Officer at their facility and his/her role:

CBI Officer

Name: Steven Chiem

Location: Room 4221, 4 East

E-mail Address: steven.chiem@va.gov

Phone Number: (858) 552-8585 x 6261

Employee Decision Process for Addressing CBI Concerns

1) Ask **yourself** some key questions:

- Is the action legal and ethical?
- Does it comply with laws and regulations?
- Is it consistent with VHA policies and procedures?
- Does it fit with our organizational values?
- Would you feel good about yourself if you did it?
- Would you be comfortable discussing this with your family, friends, patients, and community?

If you answered "no" to any of these questions, you should go to the next step.

2) **Discuss your concern with your supervisor.**

If you are not comfortable discussing this issue with your supervisor, go to the next step.

3) **Discuss your concern with a higher-level manager.**

If you are not comfortable with this, go to the next step.

4) **Discuss your concern with your CBI Officer or contact the VHA CBI Helpline (see contact information below).**

The CBI Helpline Central Response Unit is available Monday through Friday 8:30 a.m. – 5:00 p.m. Eastern Standard Time (EST) excluding Federal holidays. Each caller may remain anonymous.

It is VHA policy that no employee will be penalized for raising an issue or a concern. It is every employee's duty to report potential compliance failures.

VHA CBI Helpline:
(866) 842-4357

E-mail: vhacbihelpline@va.gov

FAX: (201) 643-1184

VA Intranet (VA employees only)
<http://vawww.cbi.va.gov/helpline.asp>

US Mail:

VHA/Office of Compliance and Business Integrity
Attention: VHA CBI Helpline
110 A Meadowlands Parkway Suite 202 Secaucus, NJ 07094