



Compliance Compass

from the desk of Corporate Compliance

Fraud and Waste and Abuse

At Spectrum Health Lakeland, the primary focus of Corporate Compliance is to detect and prevent **fraud**, **waste**, and **abuse**, and prevent noncompliance with healthcare laws and regulations. How are those terms defined?

Fraud: Obtaining a benefit through intentional misrepresentation or concealment of material facts.

Fraud could look like upcoding, billing for services not rendered, altering claim forms for higher payments, or intentionally providing medical services that are unnecessary. The intentional conduct is criminal and can result in fines, exclusions, and incarceration.

Waste: Incurring unnecessary costs as a result of deficient management, practices, or controls. Waste is not generally considered criminal, but it is unethical.

Abuse: Excessively or improperly using government resources. Abuse is distinguishable from fraud in that it is not done knowingly or intentionally. While not criminal, abuse can result in steep fines from government agencies.

It is the responsibility of every Spectrum Health Lakeland team member to report any suspected fraud, waste, or abuse. If you see something concerning or questionable, please contact us, either directly or through the anonymous hotline listed below.

Don't forget to complete the Corporate Compliance training, available now on [myLearning!](#)

Anonymous hotline:
1 (800) 325-6115

Anonymous web portal:
www.lakelandhealth.org/ethics



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