

SPEAK UP

Preserve our Culture of Integrity

We are committed to providing safe, ethical, and trustworthy hospice care. Your voice matters and speaking up helps protect our patients, strengthen our services, and support a culture of honesty and compassion. Whether you're a patient, family member, caregiver, volunteer, employee, or community partner, we encourage you to report any concerns or questions.

Ways to Report a Concern:

Our Compliance Hotline is operated by NAVEX, a trusted third-party partner that specializes in secure, anonymous reporting services. Because NAVEX manages the hotline independently, you can feel confident that your concerns are handled confidentially and without bias.



24/7 Compliance Hotline

1-833-718-5683

Speak anonymously if you prefer. Calls are confidential.



Email (Not anonymous)

compliance@crossbridge-hospice.com



Online Reporting Form

[Crossbridgehospice.ethicspoint.com](https://crossbridgehospice.ethicspoint.com)

Submit a concern securely through our online portal from any computer or mobile device.



Mobile Reporting

[Crossbridgehospicemobile.ethicspoint.com](https://crossbridgehospicemobile.ethicspoint.com)



We Protect Those Who Speak Up

We strictly prohibit retaliation against anyone who raises a concern in good faith. All reports, anonymous or identified, are taken seriously and reviewed promptly. Your safety, privacy, and dignity are our top priorities.

What You Can Report

- Quality of care or patient safety issues
- Privacy or HIPAA concerns
- Billing, documentation, or coding questions
- Fraud, waste, or abuse
- Ethical or professional misconduct
- Violations of company policies or regulations
- Anything that doesn't feel right

If you're unsure whether something should be reported, go ahead and share it as we are here to help.

What Happens After You Report

NAVEX securely collects your report and forwards it to our Compliance Department for confidential review and investigation. If you choose to remain anonymous, NAVEX will provide you with a unique report key and password that allow you to log back into the secure compliance portal to view updates, answer follow-up questions, or provide additional information—without revealing your identity. If you choose to leave your name or contact information, we may reach out to you directly for clarification or follow-up details.