

# **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](mailto:compliance@crossbridge-hospice.com)



#### **Online Reporting Form**

[Crossbridgehospice.ethicspoint.com](http://Crossbridgehospice.ethicspoint.com)

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



#### **Mobile Reporting**

[Crossbridgehospicemobile.ethicspoint.com](http://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.