



Fraud, Waste and Abuse Policy

Accountability:

- This policy provides the responsibilities for reporting and responding to allegations of fraud, waste, or abuse of resources for the non-profit organization, The Veterans' Place, Inc., that receives federal funding in either total or partial.

Authority:

- Guidance on reporting types of wrongdoing that are outside the scope of this chapter:
 - For allegations of judicial misconduct.
 - For allegations of whistleblower retaliation.
- Abuse An administrative violation of judiciary, court unit, or organization regulation that impairs effective and efficient operations. The violation may result in federal losses, or denial or reduction of lawfully authorized federal benefits to participants. Allegation A claim of misconduct that is believed to have resulted in fraud, waste, or abuse. Complainant A person submitting an allegation of fraud, waste, or abuse.
- The Veterans' Place, Inc is committed to maintaining the highest standards of ethical conduct and integrity in all its operations. This policy prohibits any act of fraud, waste, or abuse and establishes procedures for detecting, preventing, and addressing such activities. All employees, residents, board of directors and affiliates are responsible for adhering to this policy and reporting any suspected violations.

Definition

- **Allegation** is a claim of misconduct that is believed to have resulted in fraud, waste, or abuse.
- **Complainant** is A person submitting an allegation of fraud, waste, or abuse
- **Fraud** is the intentional misrepresentation of information to gain undeserved payment for a claim.
- **Waste** involves spending federal health care dollars on services that are unnecessary.
- Abuse involves a questionable practice, which is inconsistent with accepted medical or business policies.

Reporting

Complaints reported should include sufficient information to determine whether they warrant review or investigation by OIC or any of the other re, such as:

- The name and contact information (address, phone number, and email [if known] of the person you suspect
- Information on the service or item you are questioning.

- The amount.
- The reason you believe its Fraud, waste or abuse.
- Any additional information or documentation.

Confidentiality

You are not required to provide your name or contact information. If you do, the receiving agency will make every effort to protect your confidentiality, if requested. However, it may still be necessary to disclose your identity to individuals to the VA Office of Integrity and Compliance if:

- It is necessary to research and resolve an issue with your benefits.
- A referral to another VA oversight group is needed.
- Otherwise required by law.

Anonymity

You may opt not to provide any identifying information (name, address, etc.) in your interaction with the Office of Integrity and Compliance (OIC). You should know, however, that opting to remain anonymous may preclude or hinder OIC from thoroughly reviewing and/or resolving any issue identified.

Who to report to:

There are various ways to report suspected fraud, waste and abuse. Employees and Veterans have the option to use any of the following methods. If you suspect fraud, waste, or abuse impacting Veterans or VA programs or if you think there might be an issue with a VHA healthcare claim or bill, a service you received, or VA community care or other healthcare provider please contact the Managing Director at The Veterans' Place, Inc (TVPI), President of TVPI, or VHA Integrity and Compliance Helpline.

- Managing Director, Bonnie J. Pollard-Allen
- VHA Integrity and Compliance Helpline
 - Toll-free phone: [866-842-4357](tel:866-842-4357) (VHA-HELP) 24 hours/7 days a week
 - Email: VHAOICHelpline@va.gov
 - Mailing Address:
ATTN: Integrity and Compliance Helpline (10OIC)
810 Vermont Avenue, NW
Washington DC 20420
- TVPI VA Liaison 877-424-3838
- VA integrity and compliance officer at White River Jct VA Medical Center 802-295-9363.

Adopted by TVPI Managing Director on March 7th, 2025

Signature:

Lucas J. Herring

Board President

August 21st, 2025