

## CMS Whistleblowing Hotline

# Frequently Asked Questions

## CMS HAS A ZERO TOLERANCE AGAINST FRAUD AND CORRUPTION



### Why would you want to blow the whistle?

Simple, you as an employee have to take a stand against any form of crime or unethical behavior. If you believe it does not affect you, you're wrong. Don't turn a blind eye and deaf ear to the misconduct. By taking a stand and reporting it, you create a safe and crime free environment for yourself and your co-workers. Here are a few concerns and questions that were raised by employees regarding the **Whistleblowing Hotline** service within other organisations:

### How can I be assured that my identity will be protected?

When you call the **Whistleblowing Hotline** contact centre you are **NOT** required to give your name or any personal details. Secondly, there is no caller identification, so we do not know from where the call was made. Even though we record all the calls, **Council for Medical Schemes** will never have access to the recordings, so no-one will be able to identify your voice. We also have 'Duty Evaluators' on site who 'sanitize' every call, which means that they strip out any information that could lead to the identity of the caller, only a very factual report of the alleged wrong-doing with no additional information is sent.

### How do we know that anything will be done about the information that we might forward?

Top management is committed to ensure that **Whistleblowing Hotline** is successful, and part of the success is to ensure that all tip-off reports are followed up – they would not be going to so much effort if they were not committed to the service. Be assured that reports will be investigated, but you will not be informed as to how the investigation is progressing as these investigations are sensitive and need to be kept confidential. If a report leads to an investigation which leads to a prosecution, you may be informed at that stage.

## What is the service about?

- Trained operators, using sophisticated contact centre equipment, will respond to calls in English and Afrikaans, 24 hours per day, 365 days per year, whilst other languages are offered at certain times of the day.
- Operators will interview callers, probing for specific facts so as to record as much information and understand things as clearly as possible.
- The information is then analysed and forwarded to designated senior officials of the company who will decide on corrective action to be taken.
- Although you may choose to tell **CMS Whistleblowing Hotline** who you are, the Tip-off report will never reveal your identity or even your gender (unless you choose your identity to be made known to the company!)

## How to make a disclosure?

Disclosures can be reported to the **CMS Whistleblowing Hotline** 24 hours a day, 7 days a week, 365 days a year. The disclosure will be captured by Advance Call and will be reported to a recipient within Council for Medical Schemes in order for the matter to be investigated. The whistleblower can at any time enquire about the status of a disclosure and possible further steps taken, as well as provide more information and/or evidence.

**Toll free telephone number:** 0800 867 423

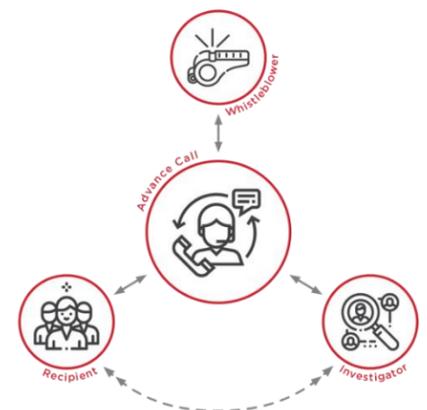
**Toll free fax number:** 0800 867 423

**Secure email address:** [cms@behonest.co.za](mailto:cms@behonest.co.za)

**CMS website:** [www.medicalschemes.com](http://www.medicalschemes.com)

**Online submission:**

<https://behonest.co.za/#/submission?context=e093f36c-94c0-4f9c-931e-eb0e67e2a9f8>



If you don't support it, **report it!**

## Categories of Disclosures?

- **Fraud** (forgery, falsification of documents/claims, identity theft, misrepresentation)
- **Corruption** (any form of bribery, third party collusion, contract and procurement irregularities)
- **Theft** (unlawful and intentional removal of company property with the intention to permanently deprive the company of the benefit thereof)
- **Misconduct** (harassment, any form of discrimination, intimidation, abuse/misuse of company property, time and attendance abuse, abuse of authority)
- **Unethical Behaviour** (favouritism, nepotism, conflicts of interest).

## Important tips to remember!

- Avoid calling **Whistleblowing Hotline** from your telephone extension at work.
- We do not recommend using your office e-mail if you send **Whistleblowing Hotline** an anonymous e-mail as your company may track emails through the company server
- Do not tell anyone in your organisation about any communication you have made with the **Whistleblowing Hotline**.

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## ***What is the tracking/ reference number used for at the Contact Centre?***

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The tracking number is your reference number that relates to the incident that you have reported. Should you wish to add more information to a report at a later stage, you can call back and quote the reference number and just give the agent the additional information.

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## ***Is there a reward given to the person that makes a tip-off?***

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Currently there is no reward scheme in place within CMS. Remember the “reward” to the employee is knowing that he/she is working for an organisation that is serious about its business and wants to protect the organisation, for the sake of all employees of the organisation.

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## ***Can staff follow up on investigations?***

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Generally, an investigation is confidential and takes some time to complete so in most cases information relating to the investigation will not be available to the person who made the tip-off. Should an investigation lead to a prosecution, arrest or dismissal then the staff may be informed, or you will notice that the person/s is no longer amongst you.

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## **What happens if someone does not like someone else and uses the line to spread harmful stories (malicious call)?**

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Yes, this is a possibility and we are very aware that this can happen. Firstly, if there is malicious intent, one does not need this hotline to spread it – you can spread a rumour in the canteen or put a letter under someone’s door. However, all our agents are trained to identify a malicious call and so are our duty evaluators. We filter these calls and flag them as malicious when we forward them.

When these reports are read by Council for Medical Schemes management they are read in the light that they could be malicious. Also remember that a tip-off is merely an allegation of wrong doing and proper evidence and proof has to be obtained, before any action can be taken.

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## **Protected Disclosures Act**

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The Protected Disclosures Act (PDA) provides protection to whistle-blowers who wish to disclose information regarding possible unlawful or irregular conduct by their employer or fellow employees. Under the PDA, whistle-blowers have the right to remain anonymous when making a disclosure. Advance Call offers the possibility for the whistle-blower to provide his / her contact

information with the explicit understanding that it will not be shared with the recipient or anyone else. In such cases, Advance Call will be able to contact the whistle-blower to obtain more information, if needed, thereby increasing the chances of a disclosure being successfully investigated and concluded.