CORPORATE COMPLIANCE MATTERS

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EVERCARE: SUCCESS THROUGH COMPLIANCE   *HOTLINE: 844|371|4700*

SITUATION:

If you are concerned that a co-worker may be in violation of a regulation but you do not want to get the person in trouble, what do you do?

It could be a simple mistake and be corrected retroactively and prevent future occurrences.

If it is not reported, the impact on both the whole system and the co-worker could be much worse. If it is an intentional misdeed, don't stand idly by and put the system at risk. It is your duty and responsibility to report it.

Report your concern to any manager you feel most comfortable reporting with or report the situation to the Compliance Officer.

ACRONYMS – TODAY'S TOP 5:

1) EOC – Episode of Care
2) IPRO – Independent Review Peer Organization
3) LHCSA – Licensed Home Care Services Agency
4) PCP – Primary Care Physician
5) PERS – Personal Emergency Response System

IT'S A GREAT TIME OF THE YEAR

We thank you for the great quality services you provide to our members, patients and clients to ensure they receive the best of care, support and attention! With the holidays fast approaching, we remind you that you cannot accept gifts, *whether monetary or material*, so you will not be influenced by those under our care and remain fair in providing services. *All gifts are strictly prohibited.* If any gifts are received by mail, dropped-off at the front desk, etc. you must notify your manager who will then determine how the gift is to be handled. *If anyone offers a gift, say that you would rather have a written testimonial as to your work with EverCare.*

WHAT IS AN ICD-10?

It is the 10th edition of the International Classification of Diseases (ICD), a clinical cataloging system used by the healthcare industry, coders, providers, government agencies, etc. to properly note diseases on health records, medical reimbursement decisions and to track disease trends among a population. The codes ID thousands of diseases, symptoms, abnormal findings and external causes of injury or diseases, etc. It was released in October 2015. EverCare uses this latest revision for medical reporting. Coding is a critical component at EverCare.

COMMUNICATON LINES
Our Compliance program consists of eight elements. Today we cover **element #4:** *Effective lines of communication.* If you have any issue to report, our contact points are open to all for anonymous and confidential good faith reporting of potential compliance issues as they are identified.

SOCIAL SECURITY NUMBERS
Previously enacted federal legislation requires CMS to remove Social Security Numbers (SSN) from all Medicare cards by April 2019 according to a report by the Home Care Association of NYS.   A new randomly generated 11 character Medicare Beneficiary Identifier (MBI) will replace the SSN-based Health Insurance Claim Number (HICN) on new Medicare cards for Medicare transactions such as eligibility, billing and claim status. CMS plans to start mailing these new cards no earlier than April 2018. There will be a transition period whereby providers will be able to use either HICN/MBI for exchanging data.

BE SURE TO WEAR YOUR ID TAG BADGE EVERY DAY!

"Make it Right Today, Better Tomorrow."