

CORPORATE COMPLIANCE MATTERS

BY MICHAEL A. SMITH, CCO, CCE

A MONTHLY NEWSLETTER, 01/17/17, VOL. 2, #5

EVERCARE: SUCCESS THROUGH COMPLIANCE

HOTLINE: 844|371|4700

SITUATION:

You are working on an email but have to leave due to another meeting.

You decide to email your EverCare correspondence to your own personal email so you can work on it tonight.

Is this accepted practice?

Absolutely not! EverCare's email is an encrypted system and is to be used solely from one EverCare computer to another EverCare computer. No exceptions. Otherwise, if using from an outside, non-EverCare computer, the information may contain viruses and is also in violation of our HIPAA and HITECH policies.

SHARING ONE'S EXPERIENCE

The recent holidays seemed to have went by very quickly. A number of patients, members, clients, vendors, families, and friends express their thanks to EverCare. Perhaps the best way for anyone to say thank you to our staff, nurses, therapists, etc. is to say it in writing – a testimonial. We have created a "Share Your Experience" one page testimonial form for all of us to give to those who express their satisfaction with EverCare. Please review it. Use it! Keep this form with you so when someone talks positively, it can be shared. All of us would love to hear about it!

WHAT IS A SINGLE CASE AGREEMENT? (Contributed by Ilana Charette)

A Single Case Agreement is an abbreviated contract for a specific service and a specific time frame in order to *temporarily* address a scenario occurs when a member requires covered and medically necessary services or a continuation of care from a vendor or physician that cannot be served by our Provider Network. There are steps to follow to authorize these situations by capturing information such as a National Provider Identifier (NPI) Number, W-9, Medicaid Provider ID, State and Federal government exclusion and sanction lists and proof of liability insurance. These are essential steps to ensure our member will be receiving quality services through a provider who follows industry rules, regulations and is also recognized by all applicable entities. This is our due diligence in order to protect our members as well as our organization.

GOOD FAITH PARTICIPATION is most important when someone reports any issue of concern anonymously to our Compliance program. This is the **fifth** of eight elements that are backbone of our program. If you have any issue, regardless of topic, to report, talk to us. Your good faith effort will be protected. We look to make resolutions to any issues and it depends on your duty and willingness to report.

MEDICAID POCKET PRIMER fact sheet is a new publication issued last week by the non-profit Kaiser Family Foundation. It covers the many key areas of Medicaid and is available at:

<http://files.kff.org/attachment/Fact-Sheet-Medicaid-Pocket-Primer>

WEAR YOUR ID TAG BADGE EVERY DAY!

"You cannot legislate good behaviour." Mervyn King

ACRONYMS – TODAY'S TOP 5:

- 1) CHHA – Certified Home Health Agency
- 2) CPR – Cardiopulmonary Resuscitation
- 3) DME – Durable Medical Equipment
- 4) NPI – National Provider Identifier
- 5) SNP – Special Needs Plan