

CORPORATE COMPLIANCE MATTERS

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EVERCARE: SUCCESS THROUGH COMPLIANCE

HOTLINE: 844|371|4700

Q & A:

What may constitute a conflict of interest?

Conflicts include transactions with a business or entity that competes, contracts with or is a vendor or supplier of EverCare; has financial or ownership interest doing business with us; or buying from or make business decisions involving family or friends.

How many ways are there to report compliance concerns?

Many! You choose the way that is most comfortable for you, whether reporting it to your supervisor, or call, visit, email, leave a note for the Compliance Officer or use the Hotline.

ACRONYMS – TODAY'S TOP 5:

- 1) ePHI – electronic protected health information
- 2) LHCSA – Licensed Home Care Service Agency
- 3) NAMI – Net Available Monthly Income
- 4) UAS – Uniform Assessment System
- 5) UR – Utilization Review

WHAT IS THE PRIVACY RULE?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is about a person's information. A Privacy rule was created to protect an individual's identifiable health information, or PHI, such as name, address, birth date and Social Security number. HIPAA is a federal law and gives our members, patients and clients privacy rights with respect to their records and how their information is used and released. EverCare also requires its healthcare organizations and their business associates to follow rules pertaining to using, releasing and keeping our members, patients and client information private, confidential, safe and accurate.

WHAT IS THE SECURITY RULE?

Another key aspect of HIPAA is the Security Rule designed to cover PHI in its electronic form. PHI consists of three key "CIA" areas: 1) Confidentiality – no person has access to information unless authorized to do so and has a work related need. 2) Integrity – the information entrusted to us has not been changed nor deleted by accident or through tampering. 3) Availability – the information is there to provide the necessary care.

WHAT ARE PODS? It is EverCare's very own Care Management structure that was developed last year. It means Person Oriented Delivery System. Each POD consists of Registered Nurses (RN), Care Coordinators and a social work team in order to ensure good team collaboration and an interdisciplinary approach to care management. The Care Management team works in-house and the Assessment nurses are primarily out in the field assessing members or prospective members.

HAVING A SYSTEM FOR ROUTINE IDENTIFICATION of compliance risk areas is the **sixth** of eight elements of our compliance program. Risk areas identify, through our internal audits, the opportunity to self-evaluate our many areas such as quality of care, coding, medical necessity and billing. We even have external audits to make sure potential or any non-compliance are made known and corrected in order to improve our entire organization.

MEDICAID STATE FACT SHEETS published by the Kaiser Family Foundation are available: <http://kff.org/interactive/medicaid-state-fact-sheets>. Question: What is the third largest domestic spending program in the federal budget after Medicare and Social Security? If you said, Medicaid, that's correct. Medicaid is a joint federal and state program and represents \$1 out of every \$6 spent on health care in the United States.

"Stop by for a chat"