

CORPORATE COMPLIANCE MATTERS

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EVERCARE: SUCCESS THROUGH COMPLIANCE

HOTLINE: 844/371/4700

Q & A:

What if a potential conflict of interest arises after I have been hired?

If a potential conflict of interest develops after you have been hired, you must disclose it to your Supervisor or Compliance office and complete a new Conflict of Interest form. It is reviewed to determine if an actual conflict exists and, if so, how best to eliminate or manage the conflict.

Q: What is an example of a HIPAA best practice? A: Not sharing your computer password with a new employee that does not one.

WHERE DOES THE TIME GO? A new year has begun! 2018 looks to be a great year of activity, customer service and growth. Compliance training continues for our newest staff recruitments in alliance with the Human Resources for their Orientation program. Remember, if you have any compliance questions, see your supervisor or the Compliance Officer. Your questions are confidential.

WHEN REPORTING ISSUES, as covered in our compliance training, please remember that information you provide is kept confidential. In addition, no employee will be retaliated or discriminated against for participating or reporting any potential issue. This is not allowed at EverCare – we appreciate your good faith and honest effort to help confidentially, with any inquiry regarding any concern you may have.

QUESTION OF THE DAY: If you see that there is even a possibility that a Member is or was not receiving skilled services when they should have been, what do you do? The answer is to **IMMEDIATELY** report to your supervisor or the compliance office! If the member was truly not receiving a skilled service, we are not allowed to receive capitation. It is a serious violation of our NYS DOH agreement. Report immediately!

ONE MORE QUESTION: You find an unattended fax copy involving a beneficiary appeals request. You suspect that no one is processing the appeals. What should you do? Answer: contact your supervisor or the Compliance Officer!

TODAY'S TOP ACRONYMS:

1. **CDPAS: Consumer Directed Personal Assistant Services**
2. **CHHA: Certified Home Health Agency**
3. **FWA: Fraud Waste Abuse**
4. **NFP: Not-For-Profit**
5. **PHI: Protected Health Information**
6. **POC: Plan of Care**
7. **QI: Quality Improvement**
8. **UR: Utilization Review**

MEDICARE CARDS ARE ON THE WAY starting in April. The new cards will have a Medicare Beneficiary Identifier (MBI) instead of a Social Security Number (SSN). The idea behind this is to better protect people's ID with Medicare. For more details, see the following link: https://www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/Partners-and-employers.html?utm_campaign=enews11162017&utm_medium=email&utm_source=govdelivery

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