

CORPORATE COMPLIANCE MATTERS

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EVERCARE: SUCCESS THROUGH COMPLIANCE

HOTLINE: 844/371/4700

Q & A:

Does EverCare's email software system encrypt every email with an attachment?

Yes. Emails with an attachment are encrypted. However, not all emails have an attachment. So, remember, if you are sending an email that has any PHI you MUST put the word "secure" [caps or not] in the subject line. In cases where a member, patient or client emails you unencrypted, you may email it back to the person unencrypted. Lastly, be sure you are sending the email to the intended person. Take time to review before sending.

TODAY'S TOP ACRONYMS:

1. **CAG:** Clinical Advisory Group
2. **CHAP:** Community Health Accreditation Partner
3. **FWA:** Fraud, Waste & Abuse
4. **LDSS:** Local Department of Social Services
5. **MMCOR:** Medicaid Managed Care Operating Report
6. **MN:** Medical Necessity
7. **OFA:** Office for Aging
8. **PCS:** Personal Care Services
9. **QI:** Quality Improvement

ARE YOU READY FOR A CHALLENGE? Win a \$20 Gift Card – for two [2] employees who successfully complete the attached crossword puzzle. Reply your written answers to the Compliance office or slide it under the door by 5/25/18. Winners drawn on May 29nd.

NYS OMIG STRATEGIC PLAN has been released this past month. OMIG's mission remains to enhance the integrity of the NYS Medicaid program by preventing and detecting fraudulent, abusive and wasteful practices within the Medicaid program and recovering improperly expended Medicaid funds while promoting high quality patient care. Our members can help fight fraud, too, by asking questions; be informed; protect their Medicaid ID card; beware of "free" offers; report fraud to us or by calling 1-877-87-FRAUD.

SOMETHING ON YOUR MIND? EverCare's compliance program remains very active and continues to grow with your diligence and cooperation. When in doubt about any issue or concern, do not hesitate to talk. For example, if you mistakenly sent an email to another party, recall the email immediately and ask the recipient to delete it and confirm. Also, notify your supervisor and the Compliance office immediately. Keep doing the right thing!

OLDER AMERICANS MONTH: Every May the Administration for Community Living, leads our nation to celebrate and observe Older American's Month. The 2018 theme is Engage at Every Age, places an emphasis that one is never too old [or young] to take part in activities that can help a person's well-being. See the following link: <https://www.acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2017OlderAmericansProfile.pdf>

A FEW THINGS TO KNOW ABOUT THE NEW MEDICARE CARD:

- a. The new card has a new Medicare # unique to the person instead of your Social Security # and does not change benefits
- b. Use immediately and replace the old one.
- c. Carry it with you and only give your new Medicare # to providers, insurers and people you know.
- d. Medicare never calls a person to ask for their private information in order to get your new Medicare # and card. If so, it is a scam and contact our care team or Medicare 1-800-633-4227