

# CORPORATE COMPLIANCE MATTERS

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**EVERCARE: SUCCESS THROUGH COMPLIANCE**

**HOTLINE: 844|371|4700**

## Q & A's:

1] You walk by the copier and notice a pile of medical records that are unattended on top of the shredder and no one is around. What do you do?

Should you shred these records or take them to your supervisor? Take the records to your supervisor. The Compliance/Privacy Officer will also be notified to try to find out why the records were not destroyed or left unattended.

2] What kind of PHI information is protected by HIPAA's Privacy Rule? A. Written; B. Electronic; C. Spoken. The answer is: All

## TODAY'S TOP ACRONYMS:

1. ALP: Assisted Living Program
2. CDPAP: Consumer Directed Personal Assistance Program
3. CFEEC: Conflict Free Evaluation Enrollment Center
4. CPR: Cardiopulmonary Resuscitation
5. HHA: Home Health Agency
6. MR: Medical Records
7. NTUC: Not Taken Under Care
8. OASIS: Outcome and Assessment Information Set
9. PTA: Physical Therapist Assistant

**TO THE EVERCARE TEAM** We thank you for your inquiries to the Compliance office on many issues. We also thank you for your tremendous work to our members, clients and patients! Compliments do occur and when they do, please ask for a written testimonial! EverCare is guided by an uncompromised commitment to the best in care, support and attention to all those we serve.

## CORPORATE COMPLIANCE TRAINING STARTS VERY SOON -

Our annual training is one of eight [8] essential NYS Office Medicaid elements that is part of EverCare's Compliance Program. We will focus the key elements and topics that are the ingredient of our integrity training program. It begins in late next month and runs through September/October. Issues such as Privacy, Protected Health Information [PHI] and Confidentiality remains at top of the list. Keep in mind that the Compliance program is about integrity and understanding. *Success is through Compliance* by doing the right thing each day.

**A SYSTEM FOR IDENTIFYING RISK SITUATIONS** is part of our Compliance Program – and is routinely reviewed as part of our Corporate Compliance Committee meetings and through audits of our operations. This work is to make sure the risk areas are identified and controls exist and are in place. The audits and meetings review many issues in each area such as quality of care, medical necessity, billing, authorized services, among many others. It is also your duty and responsibility to report any issue of concern you have knowledge of. When reporting issues, information you provide is kept confidential. You may also call the anonymous hotline 844|371|4700 at any time.

**VISITORS TO EVERCARE MUST BE ACCOMPANIED BY** EverCare staff - know where visitor[s] are at all times. Wandering not permitted!

**COMPLIANCE OFFICE OFFERS** Notary Public Services at no charge.

**REMINDER: PLEASE WEAR YOUR ID BADGES AT ALL TIMES** so people know who you are!

*"There is never a wrong time to do the right thing"*