

# CORPORATE COMPLIANCE MATTERS

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**EVERCARE: SUCCESS THROUGH COMPLIANCE**

**HOTLINE: 844|371|4700**

## Q & A's:

1] I just sent an email to the wrong email address in error. How do I recall this email message right away?

It is critical that you immediately recall the message by: Open your sent email; Click on the Message tab; Select "Actions" - a drop down menu appears - Click on "Recall this Message" - you will then receive a reply within minutes, immediately thereafter inform CCO.

2] Does confidentiality apply to only protected health information [PHI]? It does not. It applies not only to PHI but to certain EverCare business information.

## TODAY'S TOP ACRONYMS

1. **ADL:** Activities of Daily Living
2. **CDPAP:** Consumer Directed Personal Assistance Program
3. **CFCO:** Community First Choice Option
4. **CHAP:** Community Health Accreditation Partner
5. **IBNR:** Incurred But No Yet Received
6. **LHCSA:** Licensed Home Care Services Agency
7. **NFLOC:** Nursing Facility Level of Care
8. **NTUC:** Not Taken Under Care
9. **OIG:** Office of Inspector General
10. **SADC:** Social Adult Day Care
11. **SOC:** Start of Care

**PHI = Protected Health Information:** This was the most discussed topic throughout the recent annual compliance training. Staff, providers, volunteers must assure that all member, patient or client information is properly protected. **The Privacy Rule** serves to implement the Health Information Portability & Accountability Act [HIPAA] by addressing the use and disclosure of an individual's PHI. **Safeguards include:** 1] Do not email PHI unless secured. 2] before faxing, emailing or phoning PHI, be sure to verify the receiving party's contact information; 3] dispose of PHI by shredding; 4] do not store any PHI on any personally owned device or home computer; 5] report suspected violation of HIPAA privacy or security; or, any lost or stolen paper/electronic files containing PHI to your supervisor or to the Compliance office **without delay!**

**ANNUAL GIFT REMINDER NOTICES** were sent out last month. No one can accept any gifts from members, patients, clients, vendors or providers. **All gifts are strictly prohibited** including the giving of gifts to vendors who seek to do business with EverCare or EverCare with them. **Notify your supervisor** if any gifts that were mailed or dropped off at the front desk. Instead of gifts, ask for written testimonials or a letter to the President's office.

**QUIZ: WHICH ONE OF THE FOLLOWING allows** you to access PHI?  
A] The patient really does not mind if I took a look. B] I need to read it in order to perform the duties of my job. C] No one is watching me. D] I am curious. The answer: **B**

**NYS OMIG recently released some examples** of fraud to continuously watch for: 1] billing for unnecessary services 2] phantom billing where a member/patient never received such billed services 3] intentional multiple billing of services for same procedure or office visits more than once 4] improper up-coding for a more expensive treatment than the one received by the patient/member 5] kickbacks – providers give money, items of value or other considerations in exchange for referrals or for business. 6] When a Medicaid patient fills a legitimately authorized prescription, written by an authorized physician, and then sells the contents for profit, that is fraud. Altering the amount of the prescription or stealing a prescription pad from a doctor and then using is also fraud. **See link:** <https://omig.ny.gov/providers>

**EVERCARE MLTCP IS NOW CONNECTED** to Healthlink NY, a new resource to statewide health information for EverCare. **Marcy Wells, Director PM | Operations** was recently quoted in the **NYS DOH Managed Long Term Care Quality Improvement** newsletter:

*"Care Managers were trained on how to gather the much-needed information from the site. The alert process is set up, so anytime any of our consented members go to the hospital, emergency room, or in/out patient services, we get an alert the next business day."*