

CORPORATE COMPLIANCE MATTERS

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EVERCARE: SUCCESS THROUGH COMPLIANCE

HOTLINE: 844|371|4700

Q & A:

Why must I wear my EverCare ID badge?

Each one of us has an identification badge provided by EverCare. It must be worn at all times while we are on duty so everyone knows who we are especially our members, patients, clients and visitors including government officials.

Q & A:

If someone asks for medical records, who do I see?

You can either ask for the Medical Records Request authorization form from our Compliance Office or call 845-725-1117.

TODAY'S TOP 9 ACRONYMS:

1. ADL: Activities of Daily Living
2. ALP: Assisted Living Program
3. CAG: Clinical Advisory Group
4. CAP: Corrective Action Plan
5. EOC: Episode of Care
6. OFA: Office for Aging
7. ROC: Resumption of Care
8. SADC: Social Adult Day Care
9. SSL: Social Services Law

SUMMERTIME IS HERE - a great time of year for sun and fun. We thank you for your great work in providing our members, patients and clients the very best in care, support, attention and appreciation. EverCare is guided by the principles of quality, respect, ethics, integrity and an uncompromised commitment to compassionate PeopleCare. Sometimes people may want to reciprocate by offering you a gift or you may even wish to provide a gift of appreciation. Either way, gifts are not allowed. Instead, ask for a written testimonial for your excellent work.

WHAT ARE THE DIFFERENCES between fraud, waste and abuse (FWA) that we hear so often? **Fraud:** knowingly and willfully executing or submitting false information in order to defraud any health care benefit program. **Waste:** overusing services or other practices that directly or indirectly result in unnecessary costs. It is a misuse of resources. **Abuse:** practices directly/indirectly resulting in unnecessary cost and may develop into fraud if person knowingly/willfully conducts abusive practices.

TODAY'S COMPLIANCE PROGRAM ELEMENT - regards our policy of non-intimidation and non-retaliation for one's good faith participation in our compliance program. *This is the 8th element of our compliance program which is designed to encourage any employee to report any concern without fear.* It includes any potential issues and concerns and is covered in sections 740 and 741 of the NYS Labor Law in connection with non-intimidation and non-retaliation. We want you to **report in confidence and know it is confidential.**

DID YOU KNOW that over 90% of Americans prefer to receive care in their homes and communities as long as possible? See attached summary for more details <https://caringacross.org/new-framework-for-state-solutions/>

NYS DEPARTMENT OF HEALTH (DOH) ANNOUNCED RECENTLY that a new functionality is to be implemented in version 1.3 of the Uniform Assessment System (UAS) effective June 1. DOH authorizes organizations to carry forward Medications and/or Diseases. This authorization should save our assessors time as these sections are often very lengthy. That said, whenever a prior assessment is carried forward, the assessor must carefully review the medications and diseases with the individual, and update where appropriate. An assessment is also an opportunity to observe the individual perform various tasks. No assessment should be completed without an assessor asking the individual to perform some basic tasks (e.g., walk, put her or his sweater on and off, etc.). Contributed by Paulette Wunsch, GC

Make it "Right today, better tomorrow."