

# CORPORATE COMPLIANCE MATTERS

By MICHAEL A. SMITH, CCO, CCE, *BI-MONTHLY NEWSLETTER*, February 4, 2019, VOL. 4, #17

**EVERCARE: SUCCESS THROUGH COMPLIANCE**

**HOTLINE: 844|371|4700**

## Q & A's:

1] You receive a call from a provider stating they need authorization information on a member or patient. They fax a release of information. The provider then calls and verbally asks for other information not in the fax. How do you respond? You can only release information requested in the fax. The minimum necessary!

2] How do we reach out to non-MLTC members since we are prohibited to advertise or market MLTCP? We are allowed participate at health fairs and other health education functions with previously NYS-approved materials.

## TODAY'S TOP ACRONYMS

1. **CM:** Care Manager
2. **EC:** Episode of Care
3. **HHA:** Home Health Aide
4. **HIPAA:** Health Insurance Portability & Accountability Act
5. **HITECH:** Health Information Technology for Economic and Clinical Health
6. **LDSS:** Local Department of Social Services
7. **NPI:** National Provider Identifier
8. **PCSP:** Person Centered Service Plan
9. **PI:** Performance Improvement
10. **QA:** Quality Assurance

**The Consumer Directed Personal Assistance Program [CDPAP]** provides an option for a Member to receive personal care services at home to have greater choice in obtaining their personal care services. An Assessment Nurse or Care Manager determine what services are needed in the home. If one requires services in the home, a CDPAP Member can receive those services from a family member, a friend or even a stranger can be hired who may be a personal care aide. A person must be eligible to be "self-directing" or capable of making safe choices for their activities of daily living. If a person is not "self-directing" then they need to have a Designated Representative to help make decisions. The personal assistant [caregiver] **cannot** be the Designated Representative. Also, one cannot choose their spouse as their personal assistant. They can choose a parent as long as the Member is at least twenty-one [21] years of age,

**WHAT IS PHISHING?** Phishing is a type of cyberattack where criminals send legitimate looking emails to trick users into revealing private information such as one's username, passwords, account identifiers, etc. for fraudulent use. Just clicking on a link or providing your information can be potentially compromise to our client's data and system. If you see something, say something and report any potential security incidents to our IT department immediately!

**EVERCARE IS A "COVERED ENTITY"** and is mandated to comply under HIPAA Privacy and Security Rules. For example, clinical information is Protected Health Information [PHI] and is used to identify a Member, Patient or Client whereby HITECH ensures the PHI is secure and protected. These rules also seek to improve health care quality.

**QUICK QUIZ: IS OUR CERTIFIED HOME HEALTH AGENCY** able to provide charity care for services [not equipment] only? If you answered yes, you are correct. The program is designed for services only to patients unable to pay full charges; not eligible for certain covered benefits or not covered by private insurance and whose household income is less than 200% of the federal poverty level.

**ANOTHER QUIZ QUESTION:** If you are asked to contact a Care Coordinator for a member in Orange County, do you send your email request to all of our County Care Coordinators? Answer: Only send the information request to the County in question, not to all three county coordinators since there no need to know.

**CONFIDENTIALITY** protections cover not just a member, patient of client health related information, but also information such as age, address, Social Security, Medicare, Medicaid number? True? Correct!

**IT TIP: Data & Information Technology Coordinator** Janet Gonzalez suggests that when there is a computer issue, sometimes it best to ask yourself: "Did you shut it down?"