

# CORPORATE COMPLIANCE MATTERS

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**SUCCESS THROUGH COMPLIANCE | HOTLINE: 844/371/4700**

## Q & A's:

1] An individual tells you that they are here to work on office repairs and wants you to open an office door. How do you respond? You should ask this person to provide ID and contact your Supervisor or Compliance officer for assistance.

2] Yes or No: Are the following common features designed to protect confidentiality of health information of a member, patient or client? A. Passwords to access computer records  Y  N; B. Locks on rooms where records are kept  Y  N; C. Rules that prohibit employees from looking at clinical records unless they have need to know  Y  N. Yes - correct answer for all!

## TODAY'S TOP ACRONYMS

1. AED: Automated External Defibrillator
2. CHAP: Community Health Accreditation Partner
3. EMR: Electronic Medical Record
4. LHCSA: Licensed Home Care Services Agency
5. NTUC: Not Taken Under Care
6. PERS: Personal Emergency Response System
7. UR: Utilization Review

## MEMBERS OF EVERCARE MANAGED LONG TERM PROGRAM MUST BE OFFERED

Consumer Directed Personal Assistance Program [CDPAP] an option for the Member to receive personal home care services. Under CDPAP, EverCare receives the physician orders and the Assessment Nurse or Care Manager will determine if the person requires home health services. It is the Member's decision to receive care through a traditional agency or through CDPAP. Part of being eligible for CDPAP is being "self-directing" meaning the Member must be capable of making safe choices regarding activities of daily living. If not capable, there must be a Designated Representative who is NOT the caregiver. This process includes completion of the Acknowledgement of Roles and Responsibilities and Awareness at Re-Assessment forms. Staff actively monitors the Member every month.

**HOW MANY YEARS?** The Health Insurance Portability & Accountability Act [HIPAA] requires certain rules when using and disclosing protected health information [PHI] for our members, patients and clients. PHI is defined as any form or medium including oral, written and electronic communications, relating to an individual's physical/mental health and identifies or what could be reasonably expected to be used to identify an individual. PHI includes but no limited to a person's name, address, telephone number to clinical and billing records. Question: Do you know after how many years such information is no longer considered PHI? Take a guess. Answer: fifty [50] years!

**STOP PHISHING ATTACKS TIPS** always think before you click. Look for red flags including: 1] emails requesting sensitive information; 2] emails unexpected especially from known or unknown senders that urge you to click on a link or to open an attachment 3] emails containing spelling or grammatical errors/non-standard business language or threats of legal action or penalties for failure to respond. If you see something suspicious, report it immediately to your Supervisor, contact IT Department or Compliance. **Remember: Phishing is a type of cyberattack designed to trick anyone into clicking and/or revealing confidential information.**

**QUICK QUIZ:** Which of the following is NOT considered fraud, waste, abuse risk? 1] Effective training for all staff 2] Failing to recycle 3] Absence of policies and procedures Answer: #3

**ANOTHER QUIZ:** Which of the following is **not** PHI? 1] A person's date of birth 2] A person's education level 3] A person's name or telephone number Answer: #2.

**QUESTION:** What happens if you receive a gift from a vendor? Gifts are NOT permitted. Notify your Supervisor, Chief-of-Staff [COS], Compliance Officer. The COS logs in the information and sends letters.