

# CORPORATE COMPLIANCE MATTERS

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HOTLINE: 844/371/4700

## Q & A's:

1] Q. I hear a lot about PHI but I am not sure if it stands for private, protected or personal information. What does it stand for? A: It stands for Protected Health Information.

2] Q: How do you prevent Fraud, Waste & Abuse? A: Looks for suspicious activity; ensure accurate and timely information; verify all information provided to you and keep up-to-date with compliance policies and procedure; code of conduct, rules and regulations. If any question, contact your supervisor or Compliance Office without delay.

## TODAY'S TOP ACRONYMS

1. **APS: Adult Protective Services**
2. **CFCO: Community First Choice Option**
3. **EOC: Episode of Care**
4. **LHCSA: Licensed Home Care Service Agency**
5. **MN: Medical Necessity**
6. **NFLOC: Nursing Facility Level of Care**
7. **PAH: Potentially Avoidable Hospitalization**
8. **PCA: Personal Care Aide**
9. **PT: Physical Therapist**
10. **SADC: Social Adult Day Care**
11. **SFY: State Fiscal Year**
12. **UAS: Uniform Assessment System**

**THE ANNUAL EVERCARE COMPLIANCE TRAINING PROGRAM** begins Thursday, September 12. For the full schedule, see the front desk for sign-up. The program has been updated with many examples to encourage questions and to help with your daily work for EverCare.

**REQUEST FOR MEDICAL RECORDS** directly by any of our members, patients or clients is permitted at no charge. The authorization is a one page NYS authorization form No. 960 that complies with the Health Insurance Portability & Accountability Act [HIPAA] and must be completed properly.

**WHY ARE PHISHING ATTACKS INCREASING?** After our last newsletter, questions were raised about phishing. Remember that phishing is a threat - a cyberattack that attempts to trick anyone into clicking or revealing confidential information. In healthcare, due in part to its large amount of elderly and workers, plus with email-based access to information containing PHI among patients, vulnerability can occur. Keep a watchful eye on any email. Ask yourself as to why sources, whether known or unknown, are encouraging you to click on a link or open an attachment. If it just does not seem right, question the validity of the source. **DO NOT click on any link that you are not absolutely 100% sure of is legitimate.** Report your concern immediately to your Supervisor, contact IT or the RSM Helpdesk or Compliance.

**A YES OR NO QUIZ:** Is logging in from a personal device to EverCare Outlook permitted? The answer is: NO. The system will send an alert and the device will be quarantined since there can be risk of PHI breach.

**QUESTION:** What is a "Spend Down"? If an individual has too much income to qualify for Medicaid, the person is allowed to "spend down" to become eligible for Medicaid. This process allows a person to subtract medical expenses from income to become eligible for Medicaid. In this case, the person becomes eligible for Medicaid since one is considered "medically needy."

**WHAT IS FRAUD?** Fraud is knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program, or to obtain, by means of false or fraudulent pretenses, representation, or promises, any of the money or property owned, by, or under the custody or control of, any health care benefit program. What this is saying, fraud is the intentionally submitting of false information to the government or a government contractor to get money or a benefit!

**COMPLIANCE TRAINING POEM:** "...Make sure that everyone knows the rules, so train and train and give folks the tools; to help them embrace self-reliance, and help to achieve success in compliance." *Lynn Barrett, Healthcare Professional President at Health Ethics Trust compliance course*