

# CORPORATE COMPLIANCE MATTERS

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CONNECT WITH COMPLIANCE

HOTLINE: 844/371/4700

## Q & A's:

1] Q. Which of the following is NOT included in PHI? A person's date of birth; person's educational level; person's name; one's telephone number? A: The educational level is not.

2] Q: You received a fax authorization from a provider for information on a Member or a Patient. The provider then calls and verbally requests information not in the original fax. How do you reply? You can only release information originally requested in writing. This is the "Minimum Necessary Rule."

## TODAY'S TOP ACRONYMS

1. CHHA: Certified Home Health Agency
2. CIN: Client Identification No.
3. FCA: False Claims Act
4. LHCSA: Licensed Home Care Services Agency
5. LDSS: Local Department of Social Services
6. NTUC: Not Taken Under Care
7. NYSOFA: NYS Office for the Aging
8. PHI: Protected Health Information
9. RDN: Registered Dietician Nutritionist
10. SOC: Start of Care

**CYBERSECURITY, PHISHING, RANSOMWARE** Thank you for your feedback in regard to our recent articles on protecting information from identity thieves; phishing; cyberattacks, protecting your information and ransomware. An area of concern raised was ransomware. What is it? Ransomware is a malicious software attempting to prevent or restrict user from having access to their files/computer system. This occurs when a user clicks on a malicious email link or opens a malicious file that is attached to an email designed to block access to a computer system until a sum of money is paid. Phishing emails frequently use ransomware on your computer and even your mobile devices.

**DO NOT GET HOOKED BY PHISHING:** Do not carelessly open any attachments or click on any hyperlinks in your email. Make sure any hyperlinks or attachments come from sources you are absolutely certain of. Know your sender data! Remain vigilant! **Remember, ransomware, viruses or even password theft can be just one click away. Identify potential malicious activity right away.** See your Supervisor, Compliance or call the RSM Helpdesk if you have any doubt!

**THREE [3] TIPS:** 1] When you are using any of our copiers, be sure you are not inadvertently removing any other documents that are not yours. 2] Shred PHI documents without delay and as appropriate. 3] Always protect your passwords and do not share or provide your password to anyone else!

**QUICK QUIZ:** True or False: Does information that includes a Member/Patient/Client's current and future health condition have to be protected by you? Answer: True

**ANOTHER QUIZ:** You know of a situation that may violate EverCare's Code of Conduct. Should you report even if you are not completely sure there is a problem? Answer: Yes. You are responsible for reporting possible violations immediately. Report it to a Supervisor, the Compliance Department, or call the hotline. Your report will be taken seriously and investigated. Remember, it is better to report a suspicion that may turn out to be nothing than to ignore a possible violation.

## A COMPLIANCE RHYME:

"Last year had the NYS Office of Medicaid Inspector General, who wrote in their reporting journal, how they recovered millions, close to billions, from those who gained nothing but time in jail without fail. Malicious people soon discover, that compliance intends to recover, since fraud is not funny, to take from hard earned taxpayer's money."