

# CORPORATE COMPLIANCE MATTERS

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## Q & A's:

Q. How do I dispose of Protected Health Information [PHI]? A. Only one [1] way: Dispose of PHI by shredding in the designated shred bins throughout EverCare's offices.

Q. What are some key ways to protect Member, Patient, Client PHI confidentiality? A. Passwords to access computer records; locks on rooms PHI records are kept; prohibiting any employees from looking at clinical or operational records unless they have a need to know.

### TODAY'S TOP ACRONYMS:

1. **ADL:** Activities of Daily Living
2. **CMS:** Centers for Medicare and Medicaid Services
3. **IBNR:** Incurred But Not Received or Reported
4. **LHCSA:** Licensed Home Care Services Agency
5. **LUPA:** Low Utilization Payment Adjustment
6. **NFLOC:** Nursing Facility Level of Care
7. **OASIS:** Outcome and Assessment Information Set
8. **PAH:** Potential Avoidable Hospitalization
9. **UAS:** Uniform Assessment System

**PROTECTING PHI IS EACH ONE'S RESPONSIBILITY** particularly when sending emails, mailing, telephone or sending a fax. Be sure to verify all information, using the contact number[s] and address as written. Do not rush. It is not worth "saving" the few extra seconds it requires to ensure accuracy.

**ENCRYPTION OF EMAILS** to recipients does not cover all of the eighteen [18] identifiers that identify our Members, Patients and Clients. MS Outlook does not distinguish between a Member, Patient or Client, or employee name. This means Names will not automatically trigger encryption for all identifiers. There are certain keywords that do exist for automatic encryption such as: DOB, Date of Birth, SSN, Social Security Number. For example, if a date of birth is entered **without using DOB or the phrase Date of Birth or if the Social Security Number is there without the use of any keywords**, the automatic encryption is **NOT** triggered. If used, it is triggered. Always use "secure" in the subject line of your email to ensure encryption. Thank you IT/Tech Coordinator, Janet Gonzalez, for the input!

**COVID19 SCAMS:** If you receive an email offering COVID19 vaccine or products and asks for your credit card information, be aware! Watch out for any link within the email - it will likely install a malware to steal your information/password[s]. Be vigilant. Be wary of any such emails. Do not open **ANY** attachments or respond to emails from unknown sources. Often there are typos and grammar errors and see the scam. Right clicking to see the email's actual address. Visit the NYS Department of Health <https://www.health.ny.gov> website for updates instead and speak to your medical doctor for COVID19 products.

**QUICK QUIZ:** An employee in the finance billing department did not get a Member, Patient or Client's consent before disclosing PHI for finance payment purposes. Has the person violated HIPAA? Answer: No. There is no authorization needed to disclose PHI since it is a permitted use, under HIPAA, for payment operation activities.

**WHAT IS MEDICALLY NECESSARY?** Medicare.gov defines "medically necessary" as "health-care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine."

**ANOTHER QUIZ:** What might constitute a Conflict of Interest? Example of a Conflict of Interest are working with another organization that competes or contract with or is a supplier or provider to EverCare. It also means buying from or making any kind of business decision involving friends or family; financial or ownership interest; or you have a supervisory or a reporting relationship to family with whom we are personally involved.