

# CORPORATE COMPLIANCE MATTERS

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CONNECT & COMPLY WITH COMPLIANCE HOTLINE: 844/371/4700

## Q & A's:

Q. Can Employees call our Hotline # and leave an anonymous message? A: Yes. There is no way anyone can ID your number.

Q. How many elements are in an effective compliance program? Is it 6, 8 or 11? A: There are 8 elements.

Q: Which of the following issues do NOT need to be reported under the Compliance program: a] Improper billing practices. b] Not giving your password to new employee/other person. c] Unethical relationships with vendors/contractors. A: b

### TODAY'S TOP ACRONYMS:

1. **APS:** Adult Protective Services
2. **CHHA:** Certified Home Health Agency
3. **CIN:** Client Identification No.
4. **CMS:** U.S. Centers for Medicare/Medicaid Services
5. **FI:** Fiscal Intermediary
6. **IAD:** Initial Action Determination
7. **NYCRR:** NY Codes, Rules and Regulations
8. **PAH:** Potentially Avoidable Hospitalizations
9. **POA:** Power of Attorney
10. **POC:** Plan of Care
11. **SADC:** Social Adult Day Care
12. **SIU:** Special Investigation Unit
13. **SOFA:** NYS Office for Aging

**THIS YEAR'S ANNUAL MANDATORY CORPORATE COMPLIANCE IN-SERVICE TRAINING PROGRAM HAS SEVERAL CHANGES** due to COVID19. Rather than in-person classroom style sessions, we will now have flexibility in the completion of this year's compliance training. A Memo will be sent to all staff shortly. Please read and follow the three [3] step process as outlined in the Memo.

**WHAT ARE SOME WAYS TO PROTECT CONFIDENTIALITY?** 1] Watch what you say, where you say it and to whom; 2] close doors when discussing private information; 3] never leave personal health information on an answering machine regarding a member, patient or client's health condition, etc. 4] shred all papers containing personal health information when they are discarded; 5] develop a password which is not guessable; 6] never write down your password; 7] never share or open attached files from an unknown source. 8] double check the address before sending any email.

**PHISHING IN THE COVID19 ERA:** You receive an email that appears to be from an Amazon representative. You are told a package cannot be delivered until you "confirm" with your credit card number. The email has a link. If you open the link, it installs malware on your computer. Lesson: Do not provide any information via a link. In this case, go to Amazon's website directly. In fact, DO NOT open any attachments or respond to emails that appear to be not relevant or unrelated. Right click on the email to see the actual address – it may reveal a totally different email address that is clearly not associated with Amazon, for example. DO NOT click on any links you are not 100% positive to be know legitimate.

**QUICK QUIZ:** You enter an unattended work area and notice a password for the computer system is posted on the wall. What should you do? Notify your supervisor that a password appears to be publicly available and you are concerned this might allow unauthorized access to the system and health records of our members, patients and clients.

**ANOTHER QUIZ:** If a person asks you a question about the health of a Member, Patient or client you should: A. Tell them you cannot discuss any private information. B. Tell them when you are off duty. C. Only tell them basic status information. Answer: A

### TERMS TO KNOW:

**CFEEC:** Conflict Free Evaluation and Enrollment Center is the entity that contracts with DOH to provide initial evaluation to determine if an Applicant is eligible for Community Based Long Term Care under Managed Long Term Care Plan.

**Consumer Directed Personal Assistance Services:** some or total assistance with personal care services; home health aide services and skilled nursing tasks by a consumer directed personal assistant under instruction, supervision and direction of Member's designated representative. Personal assistants are hired, trained and fired by the Enrollee or Designated Representative and are paid through a Fiscal Intermediary [FI] subcontracted to a Contractor such as EverCare.