

# CORPORATE COMPLIANCE MATTERS

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

## Q & A's:

Q. There are different ways to report compliance concerns. Which way do I choose? A. Select the way that is most comfortable for you. Contact the Compliance office directly or, if you wish to remain anonymous, call the hotline or alert any Supervisor of the organization.

Q: What are a few examples of member, patient or client confidential information protected under HIPAA? A. Name, date of birth, address, telephone #, Social Security #, status of medical history.

### TODAY'S TOP ACRONYMS:

1. **CFEEC:** Conflict Free Evaluation & Enrollment Center
2. **CM:** Care Manager
3. **eMEDNY:** Electronic Medicaid of New York
4. **LDSS:** Local Department of Social Services
5. **MFA:** Multi-Factor Authentication
6. **NTUC:** Not Taken Under Care
7. **NY OMIG:** New York Office of Medicaid Inspector General
8. **PCA:** Personal Care Assistant
9. **PMPM:** Per Member Per Mo.
10. **PDGM:** Patients Driven Groupings Models
11. **RAP:** Risk Adjustment Payment System
12. **UR:** Utilization Review

**PHISHING IN HEALTHCARE:** Healthcare is the most sought after industry for phishing attacks. All staff is expected to watch for phishing attacks by: 1] Receiving of emails from an unsolicited source 2] Suspicious attachments 3] Addresses where a sender's name and email address cannot be identified when right clicking on it. 4] Poor grammar or punctuation such as commas, periods missing or added. 5] Website link in emails. Contact RSM immediately at 1-866-848-2531.

**HOLIDAYS GETTING CLOSER:** Questions arise at this time in regard to gifting. We at EverCare have a Code of Ethics that tells us we cannot accept gifts from providers or vendors, Members, Patients, or Clients. We know they are very grateful for the work you do. Instead, ask the individual to complete a **Share Your Experience** form [attached]. If you receive a gift, let the executive office know so that communication can be addressed.

**QUESTION:** Can you be retaliated against for participating in an investigation? No. EverCare does not permit retaliation against anyone for good faith and honest participation in an internal or external investigation. Everyone employed by EverCare is expected to cooperate with all situations.

**WHAT MIGHT CONSTITUTE A CONFLICT OF INTEREST?** Conflicts of Interest include working with an entity that competes, contracts with or is a supplier of EverCare; have a financial or ownership interest in an entity that does business with EverCare; having a supervisory or reporting relationship to family or those with whom we are personally involved; promoting other business during EverCare hours to any person or place; using EverCare resources for any entity in competition with EverCare.

### TERMS TO KNOW:

**Medical Necessity:** Describes the supplies and services provided to diagnose and treat a medical condition in accordance with nationally recognized standards.

**Outcome:** A good outcome is a result that achieves the expected goal. An outcome may be the result of care received or not received. It represents the cumulative effects of one or more processes on a member/patient at a defined point in time.

**Outlier:** something significantly well above or below an expected range or level.

**Overutilization:** Using established criteria as a guide, determination is made as to whether the member/patient is receiving services that are redundant unnecessary or in excess.

**Skilled Care:** care services that require delivery by licensed professional such as RN, physical/occupational/speech therapist or social worker.

**Underutilization:** Using established criteria as a guide, determination made as to whether the member/patient is receiving all of the appropriate services.

**REMINDER: YOUR ANNUAL CORPORATE COMPLIANCE** training deadline is November 30<sup>th</sup>. If you have not already, complete today!