

CORPORATE COMPLIANCE MATTERS

By: MICHAEL A. SMITH, CCS, CCE, EVERCARE BI-MONTHLY NEWSLETTER, May 26, 2021, VOL. 5, #27

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

Q & A's:

1] Q. You receive from a provider a written authorization on a Member, Patient or Client to release information. The provider then calls you and verbally asks for other information not mentioned in the written authorization. How do you respond?

A: You can only release information requested you received on the authorization form. Provide only the minimum necessary.

2] Q. What is HIPAA?

A: It stands for Health Insurance Portability & Accountability. Provides for protection and security of confidential health information

3] Q. May any person call the Compliance Hotline number and leave a message anonymously?

A. Yes, any person can call anonymously.

RANSOMWARE APPEARS again in the news this week. You may have heard or read that an energy pipeline industry firm had to pay over \$4 million dollars, in ransom payment, in exchange to obtain from hackers, a decryption software, to prevent the hacker's malicious software from spreading throughout the firm's systems. The firm had to close its operation and now just re-opened. This case highlights the vulnerability of our country's infrastructure being targeted by cybercriminal hackers. **Ransomware occurs not only in the energy industry but in many other industries such as healthcare.** Ransomware is a type of malware to scramble a company's computer data and hold this information hostage until a ransom is paid. This cybersecurity issue includes healthcare hospitals/organizations and affect patient and member care. *Hacking techniques include email phishing.* **Each one of us at EverCare must make certain our email messages are correct - not coming from an unexpected source or with suspicious attachments/links. If you have any concern, report immediately to your Supervisor, Compliance or call RSM.**

Zoom Phishing: Cybercriminals aim at healthcare and its many patients and stay current with what is popular, such as Zoom, COVID-19, on-line shopping, vaccines. They will then work to trick a person into providing their information. Even with the popular Zoom video-conferencing site. Cybercriminals send you an email that looks like Zoom, saying to click on the link. If you do click on the link, they download malicious software and access your information and use it elsewhere.

COVID-19 Vaccine Cards Scam: Many who have received the COVID-19 shot may post selfies on social media, for example. The scammers like it since vaccine cards have your full name, birth date and information where you got your shot. They use your data for ID theft and more.

Activities of Daily Living [ADL]: services intended to maximize an Enrollees independence and help to perform specific tasks such as mobility, eating, toileting, dressing and transferring. Personal Care includes some or total assistance for the individual.

CHHA Charity Care Program: designed to assist those in need of care in EverCare's three covered counties who have no funds, no insurance. Provides for services only, not equipment. CHHA participates in this program annually. If you have a Member, Patient or Client that may need assistance, please contact the CHHA office or Compliance.

Home Care Services [HCS]: includes services of a preventive, therapeutic rehabilitative, health guidance and/or supportive nature; nursing services, home health aide services, physical, occupational and speech/language therapy.

