

CORPORATE COMPLIANCE MATTERS

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*** CONNECT & COMPLY WITH COMPLIANCE 24/7 HOTLINE: 844/371/4700 ***

*****SPECIAL EDITION*****

Q & A's:

1] Q. Do you need to use the word "secure" in the subject line to send an email to a provider?

A: Yes, you do. It will guarantee that a safe email transmission will be sent to the provider for all PHI identifiers since not all PHI is automatically secured.

2] Q. When should you report any suspicion you have of fraud, waste or abuse to your Supervisor, Compliance office?

A: Immediately – do not wait even if you may not have all the information.

3] Q. What do you do if you receive a gift from a Member, Patient, Client or Vendor?

A: Report it right away either to your Supervisor, Compliance or to the Executive office. Remember, gifts, at any time of year, are NOT permitted.

COMPLIANCE PROGRAM RE-CERTIFICATION – COMING THIS MARCH!

In March of 2019, EverCare's Corporate Compliance Program was reviewed by the Health Ethics Trust [HET] peer review panel. EverCare was successful and achieved a first-ever Certification for its Corporate Compliance Program. The Certification Period was for three [3] years and is now up for renewal. Compliance is expecting a three day review, during the first week of March, in order to become Re-Certified for another three [3] years. The HET panel is composed of critical, experienced and highly respected compliance professionals from different parts of the country.

PHISHING, RANSOMWARE Healthcare continues to mitigate this great risk for cyber-attacks. To help, all of us are expected to be on guard for such attacks and to watch for:

- a. Receipt of emails that are unsolicited or from unexpected source
- b. Attachments that are suspicious
- c. Email addresses that cannot be properly identified or are mismatched – right click on sender name to ensure the email address is accurate & compare to where it supposed to come from
- d. Check content of email and for poor grammar or punctuation [commas, periods are missing or added]
- e. Links in your email – do not open if any doubt and does not look right or is different when your mouse hovers over it

If you have any concern, report immediately to your Supervisor, Compliance or call RSM

PASSWORD – STRENGTH OR WEAKNESS?

Password usage is key to provide a solid defense from being hacked. Remember, do not have the same password used for more than [1] one system or else it becomes a weakness. In addition, **never use a personal password or vice versa when accessing EverCare systems.** Passwords are not to be the same across all accounts as this may lead to more means of compromise and vulnerability. **Your passwords must be strong and unique! Never share it with anyone as this is a violation of policy.**

CORPORATE COMPLIANCE ANNUAL TRAINING 2021 UPDATE was successfully completed 100%. Thank you for your participation!

QUIZ #1: What type of Protected Health Information [PHI] is protected by the HIPAA Privacy Rule? Is it written, electronic or spoken? If you answered to all three answers, you are correct!

QUIZ #2: May any person call the Compliance Hotline number above and leave a message anonymously? Yes, anytime, 24/7

TODAY'S TOP ACRONYMS:

CDPAS: Consumer Directed Personal Assistant Services

CFCO: Community First Choice Option

CIN: Client Identification Number

CVR: Credential Verification Review

eMedNY: Electronic Medicaid NY Claims

EMOB: Explanation of Medical Benefits

FI: Fiscal Intermediary

HIE: Health Information Exchange

HIPAA: Health Insurance Portability & Insurance Act

IAD: Initial Action Determination

LDSS: Local Department of Social Services

MCO: Managed Care Organization

MDS: Minimum Data Set

MFA: Multi-Factor Authorization

MMCOR: Medicaid Managed Care Operating Report

MSW: Masters in Social Work

NHT: Nursing Home Transition

OASIS: Outcome and Assessment Information Set

PERS: Personal Emergency Response System

POC: Plan of Correction

OCL: Open Case List

SLP: Speech Language Pathologist

UAS: Uniform Assessment System

UR: Utilization Review

VBP: Value Based Payment

A NEW ACRONYM: "DNR"

DNR is different than what you may think! It refers to: **Do Not Rush!** In Compliance, there is a trend, and a tendency for all staff to rush due to workload and time issues in order to get things done. Well, think of DNR – as a way of not to rush especially if time is tight. Mistakes are made when rushing. Resist rushing. Keep re-checking your work especially prior to sending of an email address; fax, mailings and more!

WHAT IS THE DIFFERENCE BETWEEN A PERSONAL CARE AIDE [PCA] AND A HOME HEALTH AIDE [HHA] –

The primary difference is the level of training. Although both involve personal care, the MLTCP use PCAs for tasks such as bathing and basic errands for the Members and are paid through contracts with Medicaid managed care plans such as our MLTCP. Whereas CHHA's use HHAs for more complex needs such as simple dressing changes and taking basic vital signs.

MISSING SKILLED SERVICES FOR MLTCP MEMBERS It is the responsibility of the MLTC to make sure eligibility is in place per NYS DOH requirements: the Member must be Medicaid eligible; have an NFLOC of 5 or greater, and a need for skilled service longer than 120 days. Additionally, **skilled services must be rendered as authorized.** If any staff becomes aware of a Member not receiving services as authorized, it must be **immediately reported, adjust the authorization and make sure the Supervisor knows. This applies when you find out, for example, and Aide did not arrive as scheduled or Member does not recall the visit. Staff must call the vendor to verify the dates of service rendered. Report it as if the service was not provided to the Member.** Contributed by Marcy Reposa, CCO.

THE CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM [CDPAP]

provides an option for a Member to receive directed personal assistance services [CDPAS] to have greater choices. Members can receive these services from a family Member, friend, personal care aide. The key is that the Member must be "self-directing" or at least capable to making safe choices and decisions as to their activities of daily living. If not, they need to have a Designated Representative [D.R] to help make decisions. **A personal assistant or caregiver cannot be D.R. nor can the Member choose their spouse as the personal assistant. They can choose a parent as long as the Member is at least twenty-one [21] years of age.**

WHAT IS SOCIAL ADULT DAY CARE [SADC]? It is a structured program which provides functionally impaired individuals with socialization, supervision, monitoring in a protective setting. At EverCare, the SDC is hosted in the handicapped-accessible, single-level space, providing opportunities for Clients to engage with tailored activities as part of their Plan of Care [POC].

CHHA ANNUAL CHARITY CARE PROGRAM is designed to assist those in need of care and who live in EverCare's coverage area. This includes those unable to pay full charges; not eligible for covered benefits under title XVIII or XIX of the Social Security Act; **not covered by private insurance and whose household income is less than 200% of the federal poverty guideline.** This program provides for services only, not equipment. **Anyone can make a referral. Contact the CHHA office Lead Intake Coordinators or call 1-855-485-6697.**

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EverCare