

CORPORATE COMPLIANCE MATTERS

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

HOT TOPICS:

1] Q. Are emails and texts only allowed on EverCare equipment and work phones?

A: Yes, because they are secured. You may never use any unauthorized equipment including personal phones. In addition, employees or vendors are NOT authorized, under any circumstance, to send EverCare related email or text to anyone's personal phone especially if it contains Protected Health Information [PHI].

2] Q. Can anyone call the Compliance Hotline and leave a message anonymously?

A: Yes, any person can call anonymously.

3] What is the difference between a Power of Attorney [POA] and Health Care Proxy [HCP]?

A: A POA primarily authorizes the person one designates to make financial decisions for them, not health care decisions. One must complete a health care proxy form in order to enable someone else to make health care decisions for the person when unable to do so.

SPOOFING, PHISHING, CYBERTHREATS

We hear and read the concerns and issues of phishing, spoofing and cyberthreats. We hope that those actions do not come into our own daily lives. So, what can we do? We must be prepared! Spoofing is a common tactic used by cyber criminals with phishing attacks by using a forged email address from a well-known website or even your own email address to mislead you, the recipient, about the origin of the message.

Be sure to: **Pause, Inspect and Think** before clicking any links, opening any attachments, or visiting websites. This applies across all potential channels: e-mail, social media, text messaging, messaging apps, etc. and should be considered across your personal IT devices in addition, to your EverCare devices.

If you have any questions, please do not hesitate to reach out to your Supervisor, Compliance or contact our IT Help Desk 1-800-434-2726.

TIP OF THE DAY: How many PHI identifiers are there? **There are eighteen [18]**. They include a person's name, address, date of birth, telephone/fax numbers, email, URL and IP addresses, Social Security number, medical records number, account numbers, vehicle/device/biometrics identifiers, full face photographic image/any comparable image and other unique identifying number, characteristic or code. **What does this mean for you? Every time, when any ONE of these or a combination of this information is in your email, this means you must secure your email, by including "secure" in your subject line. Any identifier information can be a text, screenshot or picture embedded in the email or an attachment! Adding "secure" is the magic bullet that secures encryption.**

EVERCARE COMPLIANCE PROGRAM RECEIVES FINAL REPORT FOR RE-CERTIFICATION FROM HET In May of 2022, EverCare received the final Re-Certification report, from Health Ethics Trust. This being the result of having been unanimously approved by the Review Panel's approval for a full three [3] year Re-Certification of EverCare's Corporate Compliance Program. Thanks to all of you!

EVERCARE LIFE SOCIAL ADULT DAY CARE is open - both the Newburgh and Poughkeepsie sites. EverCare Life mission is to provide high-quality services to clients in a safe environment. It enables attendees to improve function, quality of life, remain healthy, be active and independent in their communities. If you have any questions, please contact Delilah Socci, Manager of Newburgh site or Janet O'Connor, Director, at the Poughkeepsie site.

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TODAY'S TOP ACRONYMS:

APS: Adult Protective Services

CDPAP: Consumer Directed Personal Assistant Program

CDPAS: Consumer Directed Personal Assistant Services

CHHA: Certified Home Health Agency

CIC: Change in Condition

CIN: Identification Number

DC: Discharge

DR: Designated Representative

EOC: Episode of Care

EHR: Electronic Health Records

HCP: Health Care Proxy

HHA: Home Health Aide

HHA Exchange: Health Information Marketplace

NFLOC: Nursing Facility Level of Care

OASIS: Outcome and Assessment Information Set

POA: Power of Attorney

PCSP: Personal Centered Service Plan

QI: Quality Improvement

UAS: Uniform Assessment System

COMPLIANCE RHYME:

"Services provided must be authorized and real, if not, the weight of NYS you will feel. Be sure to know the rules, we can help you with the tools. Achieve self-reliance and you will achieve success in compliance."

Lynn Barrett, Esq., CCP

Notary Services are available at the Compliance Office, by appointment only, at no cost.

Net Available Monthly Income [NAMI] are Medicaid recipients who are required to pay NAMI to the facility on a monthly basis as a co-payment obligation as part of the Medicaid rate. A resident's NAMI equals their income less allowed deductions.

QUESTION: HOW DO I RECALL AN EMAIL ALREADY SENT?

There are key steps to take:

- Go into the sent email in question and go to "Actions"
- See "Recall this Message" and click on it
- You will receive a reply if successful or not
- If successful, delete unread copies of the email for each recipient
- If not successful, immediately, without delay, contact the person or provider and request the email be deleted and **confirm** it.
- Report incident to Supervisor or Compliance without delay!

EVERCARE CHHA CHARITY CARE PROGRAM

Designed to assist those in need of care. Person must live in EverCare's covered counties of **Orange, Dutchess, Rockland**. For 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. Refer or call CHHA office Lead Intake Coordinators 1-855-485-6697.

ACTIVITIES OF DAILY LIVING [ADL]: These are 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 person.

MORE TIPS: When using any EverCare copiers, remember to:

- Be sure you are not inadvertently removing any other documents that are not yours
- Shred PHI documents without delay and as appropriate
- Always protect your passwords. Do not share or provide your password with anyone else!

QUICK QUIZ: A person asks you a question about the health of a member, patient or client. Which of the following should you do?

A. Tell them you cannot discuss any private information. B. Tell them after hours. C. Only tell them basic status information. Answer: **A**

WHAT IS MEDICALLY NECESSARY? This is defined by Medicare.gov 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."

HOW IS FRAUD DEFINED? Fraud is knowingly and willfully executing or attempting to execute, a scheme or artifice to defraud any health care benefit program, or to obtain, by means of false or fraudulent pretenses, representation or promises, any of the money or property owned by, or under the custody or control of any health care benefit program.