

CORPORATE COMPLIANCE MATTERS

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

ANNUAL CORPORATE COMPLIANCE TRAINING UPDATE

HOT TOPICS:

1] Q. You inadvertently forwarded an email to a vendor that was part of a thread. It contained PHI due to a vendor email that was not secured. Do you need to recall the email you sent and have it deleted?

A: Yes. You must recall the email immediately. If not, have vendor delete the email and confirm. You may then re-send it the email with "secure" in the subject line.

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

A: Report it immediately. Do not wait, even if you may not have all the information.

3] May any person call the Compliance Hotline number?

A: Yes, any person may call the hotline number, 844-371-4700, anytime, 24/7.

4] Q. How do I dispose of PHI

A: Dispose of PHI by shredding it in the designated shred bins in EverCare's offices. If remote, use a shredder.

We thank you for your participation in this year's annual Corporate Compliance Annual mandatory training, a three [3] step process: 1] completion of a Zoom training session. 2] **Go to Relias, click on the EverCare Corporate Compliance 2022 training sessions.** 3] Return all three [3] paperwork documents right away, no later than November 30, in order for you to meet your employment obligations. In addition, be sure to do your Relias annual training, also by November 30th.

PROTECTED HEALTH INFORMATION [PHI] AND ENCRYPTION OF EMAILS:

When you send PHI via email, there are three [3] risks for exposure: 1] Email sent to the wrong person or organization, usually due to a typing error or selecting the wrong person from the auto-fill list. 2] The email transmission could be captured, in route, by hackers if email were not encrypted in subject line with "secure." 3] If email is sent to the wrong person or firm and was not immediately recalled.

Solutions: 1] Before sending your email, be sure to confirm it is going to the **correct person or organization.** 2] Use "secure" in your email subject line when PHI is present either in the email, attachment, link, screenshot. **Add "secure" - the magic word that secures encryption.**

HOW MANY PHI IDENTIFIERS ARE THERE? PHI Identifiers include not only a person's name, address or date of birth but also 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 and can be unlimited, exceeding the most popular 18 Identifiers.

HOW DO I RECALL AN EMAIL ALREADY SENT?

- **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!

GENERAL POWER OF ATTORNEY [POA] can last as long as the person is alive or mentally or otherwise capable. Once the person dies or becomes incapacitated, it becomes void. A **durable** POA starts or continues once the person is no longer capable of making decisions for themselves. It expires only after the person dies. A **medical POA or Advance Directive** names a health care agent to make medical decisions you cannot do yourself. A **limited** POA allows an agent to act your behalf but only for specific purposes and ends when no longer needed. A POA can also be terminated with a written notice. →

TODAY'S TOP ACRONYMS:

ADL: Activities of Daily Living
CM: Care Manager
DME: Durable Medical Equipment
FCA: False Claims Act
FI: Fiscal Intermediary
FWA: Fraud, Waste, Abuse
HIPAA: Health Insurance Portability & Insurance Act
IAD: Initial Action Determination
LDSS: Local Department of Social Service
MFA: Multi-Factor Authentication
MN: Medically Necessary
MR: Medical Records
NYIA: NY Independent Assessor
NTUC: Not Taken Under Care
NYS OMIG: New York State Office of Medicaid Inspector General
PCA: Personal Care Assistant
PHI: Protected Health Information
PI: Performance Improvement
POC: Plan of Correction
PT: Physical Therapist
ROC: Resumption of Care
UAS-NY: Uniform Assessment System for New York
UR: Utilization Review

CHARITY CARE PROGRAM

This CHHA Program assists those in need of care. A 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.**

THE HOLIDAYS ARE FAST APPROACHING: If any member, patient, client or provider offers us a gift, is there any exception to the rule of taking a gift? No exceptions. Just mention to the person that we cannot accept gifts. That is it. However, it is best to say that it would be greatly appreciated if they do a written testimonial instead by completing a *Share Your Experience* testimonial form and return it to EverCare.

BE ON GUARD for Phishing, cyber-attacks, hackers, ransomware who attempt to trick you into releasing information. Watch for the following:

- Receipt of emails that are unsolicited or from an unexpected source
- Suspicious attachments
- Email addresses that cannot be properly identified or are mismatched. Right click on sender name – to ensure the email address is accurate and compare it to where it supposed to have come from
- Check content of email for poor grammar, punctuation, commas, periods missing or added
- Links: **DO NOT OPEN** if in any doubt and does not look right or is different when your mouse hovers over it.
- Report to your Supervisor, Compliance or call our IT HelpDesk at 1-800-434-2726

TIP OF THE DAY: One of the most common ways to make mistakes is to rush. This is an error that occurs when any of us is in a hurry, under pressure, time issues, etc. So, we have an acronym for us to remember and implement: **DNR** or Do Not Rush. Keep this in mind for all you!

MEDICAL RECORDS AUTHORIZATIONS: Only use the form No. 960, the Authorization for Release of Health Information Pursuant to HIPAA *and have it reviewed by the Compliance Office for accuracy*. All questions on the one-page form needs to be completed.

50 YEARS: PHI does not include, individually identifiable health information of people who have been deceased for more than 50 years!

PASSWORDS: IS IT A STRENGTH OR WEAKNESS?

Password usage is something we use every day. Their usage is key to providing a solid defense from being hacked. It is also a good rule not to ever have the same password used for more than one [1] system or else....it becomes a vulnerability or weakness. Be sure it is a strong password unique to you. Never use a personal password when accessing EverCare systems as it may lead to means of compromise and vulnerability. **Be sure any password you use is strong and unique. Never share your password with anyone, as this is a violation of policy.**