

# CORPORATE COMPLIANCE MATTERS

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## HOT TOPICS:

**Q:** If I accidentally send an email with PHI to the wrong external person or vendor, must I inform my supervisor and Compliance?

**A:** Yes. It is especially important to do so to make sure it has been corrected.

**Q:** Do you need to use “secure” when replying to emails containing PHI that have originated from a vendor?

**A:** The correct answer is Yes. It secures the email thread and helps guarantee a safe email transmission, for all PHI identifiers.

**Q:** If you receive a gift card from a member, patient, client or vendor, can you keep it?

**A:** Absolutely not. Just notify your Supervisor, Compliance or the Executive office right away and inform the person it is EverCare policy NOT to accept any gifts.

**Q:** How do you destroy PHI?

**A:** By shredding it in the designated shred bins throughout the offices.

## THANK YOU TO EVERYONE THAT ATTENDED THE ANNUAL COMPLIANCE TRAINING!

We enjoyed seeing everyone and appreciated your engagement! As a reminder, you should be assigned in Relias your “compliance track” where you will be asked to review our training material, compliance policies and Code of Conduct, once you have reviewed all the documents, and **make sure you attest your completion, so you receive credit for reviewing the material.** Additionally, we do require the three [3] documents to be signed and returned to us – you can send them digitally, the fastest way. We thank everyone that has already done so – you are all superstars! As always, if you have any questions, please do not hesitate to reach out to us. We appreciate your commitment to the EverCare Compliance Program! Marcy Reposa, CCO|VP Operations

## CYBER-SECURITY: EMAIL ENCRYPTION

Cyberthreat issues continue to unfold and email encryption is key in helping this area; it is especially important when sending PHI via email that you must do to send a successful encrypted email:

**1]** Check your email distribution list to be sure it contains ONLY your intended recipients

**2]** Write “secure” in the subject line of the email. If your email contains PHI in the text, attachments, links, or screenshots, you must write “secure” in the subject line of your email. This encrypts the email and lessens the chance hackers could intercept your email.

**3]** If your email was sent to another person or provider in error, IMMEDIATELY recall your email and notify your Supervisor and Compliance.

While the EverCare email software encryption is a highly effective tool to help encrypt our data, not all eighteen [18] PHI identifiers are automatically encrypted, and this is why “secure” is used in the subject line of your email. **Do not use a full patient name in the subject line – just a member, patient, or client initials,** but you can indicate the full name in the body of the email. Do this especially when you are replying to external emails. Contributed by EverCare Academy

## QUICK QUIZ:

**Q:** For internal emails, are we prohibited from putting a patient, member of client name in the subject line of the email? **A:** No, but it is highly recommended not to put the full name in the subject line. Why? Often, emails that start internally only, may migrate to external emails and then it becomes a compliance issue as it is a PHI breach. We recommend using the person’s INITIALS in the subject line and include the word “secure”, as this creates a habit for external emails.

*Please turn page →*

**ADL:** Activities of Daily Living  
**DME:** Durable Medical Equipment  
**EOC:** Episode of Care  
**EVV:** Electronic Visit Verification  
**FWA:** Fraud, Waste & Abuse  
**HEDIS:** Healthcare Effectiveness Data & Information Set  
**HHA:** Home Health Aides  
**HIPAA:** Health Insurance Portability & Accountability Act  
**HPI:** History of Patient Illness  
**MN:** Medically Necessary  
**MFA:** Multi-Factor Authentication  
**NTUC:** Not Taken Under Care  
**OT:** Occupational Therapy  
**PCSP:** Person Centered Service Plan  
**PHI:** Protected Health Information  
**PT:** Physical Therapy  
**SADC:** Social Adult Day Care  
**ST:** Speech Therapy  
**UR:** Utilization Review

### **MEDICAL AUTHORIZATIONS:**

Medical records requests can only be processed with the appropriate documents. The Authorization form, known as the Release for Health Information pursuant to HIPAA or better known as the #960, is a simple one-page form and it requires certain questions to be answered; a signature, date and any Power of Attorney or Health Care Proxy, as needed.

If you have any questions, please contact the Compliance office, as it will help to expedite the process!

### **7 PILLARS OF PROGRAMMING: SOCIAL ADULT DAY CARE**

The Social Adult Day Care Program at EverCare [EverCare Life] consists of seven [7] Pillars of Programming. This enables us to provide high quality social and wellness services for its clients to remain healthy and active. The Pillars, as stated in our “EverCare” 4-page services pamphlet, are as follows:

- **Movement:** improve/maintain physical function, strength, coordination, safety, and stability
- **The Mind:** improve/maintain cognitive skills like clarity, creativity, problem-solving, recall, communication and thought processes.
- **Emotional Health:** improve stability of emotional wellness and reduce feelings of loneliness, isolation, depression and anxiety.
- **The Body:** Slow/reduce the decline of physical, mental, and emotional well-being.
- **Mental Health:** maintain overall mental health and reduce the risk of mental health issues.
- **Well-Being:** improve/maintain overall well-being through education and prevention.
- **An Ounce of Prevention:** Promote overall health and preventative measures through education.

### **EVERCARE HISTORY**

You may notice, when you walk into our front lobby, behind the front desk, there is a large, framed poster with names dedicated to those who contributed to a new concept called the Health Advantage Plan [HAP]. HAP evolved into today’s Managed Long Term Care Program. This was the beginning of EverCare and was officially incorporated in 1996. It grew to provide the many services now available. It distinguished itself from the services in a hospital, such as the Arden Hill Senior Health System [AHSHS] back then. AHSHS changed its name to Elant in 2001, a name French noun meaning “enthusiasm, vigorous spirit and full of life” for its full range of services at the time. In 2015, the Community Health Division separated from Elant, Inc., in order to allow for a more directed focus on the growth of its Managed Long-term Care Plan [MLTCP], Certified Home Health Agency [CHHA] and Social Adult Day Care [EverCare Life] and to further expand its community-based services. Sylvia McTigue, Chief Administrative Officer for the Elant Network from 2011-2015, became EverCare’s new President and CEO.