

CORPORATE COMPLIANCE MATTERS

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CONNECT WITH COMPLIANCE See Something, Say Something 24/7 HOTLINE: 844/371/4700

HOT TOPICS:

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

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

Q: When should you report any suspicion you may have of fraud, waste, or abuse?

A. Report it immediately to your Supervisor, Compliance, or executive office.

Q: Are EverCare emails allowed on your personal equipment or phones?

A. No. EverCare emails are not allowed on your personal equipment or phone.

Q. How do you destroy PHI?

A. Shredding the documents in the designated shred bin throughout the offices.

SEE SOMETHING “PHISHY” IN YOUR EMAIL?

It is the time of year with summer fast approaching. Outdoor activities abound. Yet, in our work, we are mostly indoors with “phishing” being top of mind. Have you ever seen an email that appears to be not right or kind of “phishy?” We have seen emails that did not appear to be right or had noticeable grammar or spelling errors or the email is suspect.

Just over two [2] months ago a large healthcare industry insurance firm had a major ransomware cyberattack breach incident involving their largest clearinghouse for medical payments. At a hearing, the insurance company CEO testified that the hackers breached the firm’s stolen credentials on a server where multifactor authentication was not enabled. As a result, this affected about one [1] in three [3] residents in the United States, an unprecedented breach involving healthcare data. Though the investigation continues and appears to be nearing a resolution of this incident, we all need to be on the lookout for any suspicious email to be sure our sensitive healthcare information is protected.

HOW DO YOU RECOGNIZE A SUSPICIOUS EMAIL?

Phishing emails can be very tricky and difficult to recognize. The following are red flags to help you recognize suspicious emails:

- 1] Emails that are unexpected or from unknown senders;
- 2] Emails requesting sensitive information such as login information;
- 3] Emails urging you to click on a link or to open an attachment;
- 4] Emails that have a sense of urgency or time limits or threaten financial penalties or legal action.

If in doubt, contact Compliance, your Supervisor, or the IT hotline at 800-434-2726

WHAT IS THE DIFFERENCE BETWEEN A POWER OF ATTORNEY AND HEALTH CARE PROXY?

A general Power of Attorney [POA] primarily authorizes the person that is designated, to make financial decisions for them, not health care decisions, and lasts as long as the person is alive and mentally or otherwise capable. For a person who wants to enable someone else to make health care decisions for the person is unable to do so, then a Health Care Proxy [HCP] is needed.

A Durable POA [DPOA] starts or continues once the person is no longer capable of making decisions for themselves and expires only after the person passes.

Next page →

AC: Aging Care
BP: Blood Pressure
DON: Director of Nursing
EOC: Episode of Care
FWA: Fraud, Waste & Abuse
FMLA: Family Medical Leave Act
HHA: Home Health Aide or Home Health Agency
IADL: Instrumental Activities of Daily Living
LPN: Licensed Practical Nurse
MFA: Multi-Factor Authentication
MSS: Medical Social Services
OT: Occupational Therapy
PHI: Protected Health Information
PI: Performance Improvement
PT: Physical Therapy
RCS: Revenue Cycle Solutions
SADC: Social Adult Day Care
SIB: Sibling
SOC: Start of Care
ST: Speech Therapy
TBI: Traumatic Brain Injury

MEDICAL RECORDS RELEASE NEED AUTHORIZATIONS must use form #960, better known as the Authorization for Release of Health Information Pursuant to HIPAA. The #960 form first needs to be reviewed by the Compliance Office for accuracy!

TIP OF THE DAY: Medical records can only be processed with the appropriate documents. Other documents may be required such as the Power of Attorney or Health Care Proxy forms. Be sure to provide these forms when needed. This all helps to provide the records as soon as possible.

“The time is always right to do what is right” Dr. Martin Luther King, Jr.

MEDICALLY NECESSARY VS. MINIMUM NECESSARY

Is there a difference between these two [2] terms? Absolutely:

Medically Necessary: Defined by Medicare.gov as “healthcare services or supplies need to prevent, diagnose, or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine.”

Minimum Necessary: Is defined as a key protection of the HIPAA Privacy Rule by requiring healthcare entities to take reasonable steps to limit the use or disclosure of , and the request[s] of PHI, to the minimum amount necessary to accomplish the intended purpose. In other words, **only provide what is requested.**

EMAILS & TEXTS

Emails and texts **are only allowed on EverCare equipment and work phone, as these are secured.** Never use any unauthorized equipment including personal phones for any company related email or text to anyone’s personal phone especially if containing PHI.

QUICK QUIZ

If you are asked a question about the health status of a patient or client, which one is the correct reply?

A: Tell them you cannot discuss any private information. B: Tell them you will talk after hours. C: Only tell the basic status information. The correct answer: **A**

HOW DO YOU RECALL AN EMAIL CONTAINING PHI?

If you sent it to another person/provider in error, immediately recall your email and notify the Executive Office or Compliance Office as this could be considered a breach. Recall the sent message by going to: Message in Outlook; Scroll down to Actions; click on “Recall this message.” You will receive a reply shortly if it is successfully recalled. If not recalled, there will be no reply within a few minutes. So, you must immediately contact the person or provider and request the email be deleted and confirm it has been done. Compliance will keep a record and advise you of other necessary steps.

MORE TIPS

When using any of EverCare’s three [3] copiers, please remember:

1] Be sure you are not inadvertently removing any other documents that are not yours. **2]** Remove all your documents when finished. **3]** Always protect your passwords. Do not share or provide your password to anyone!

NOTARY SERVICES

Notary Services are available at the Compliance Office, by appointment, at no cost. If you have any questions, please contact us.