

CORPORATE COMPLIANCE MATTERS

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

HOT TOPICS:

Q. If you have a potential conflict of interest, what should you do?

A: Disclose it to your Supervisor or the Compliance Office right away.

Q: Which of the following is NOT PHI? 1] An individual's date of birth 2] A person's education 3] One's name and address?

A: #2. A person's education

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

A : A POA primarily authorizes the person that one designates to make financial decisions for them, not health care decisions. A health care proxy enables someone else to make health care decisions for a person who is unable to do so.

ANNUAL TRAINING NEARING COMPLETION

We are nearing completion of the 2024 Annual EverCare Compliance Training Program! We thank those who attended our Teams sessions of last month. What is next? There are two [2] steps remaining:

1] **Go to your email** and complete your Conflict of Interest Form and your Confidentiality Agreement.

2] **Go to Relias** <https://evercare.training.reliastraining.com> – **click on the training session and check off the Attestations as required.**

You must complete the training during work hours as it is considered compensable time. If not in compliance, **complete the training as soon as possible but no later than Friday, November 29, 2024.**

STEPS TO ENHANCE EMAIL SECURITY

Email is a prime avenue for hackers to compromise IT security and includes:

1] Phishing Attacks – these trick users into releasing or revealing sensitive information such as passwords or account information

2] Emails may appear to be from legitimate sources but are not. Check your email especially if it is an unexpected email or from an unknown sender or has sense of urgency, time limit, financial penalties, or legal action.

3] Malware – these emails contain links or attachments that, when clicked on, then download malware onto your device. Malware can include ransomware, spyware or keyloggers to compromise the integrity of the system.

WHAT IS SOCIAL ADULT DAY CARE [SADC]

The EverCare Social Adult Day Care [SADC] is a program which provides functionally impaired individuals with socialization, supervision, and monitoring in a protective setting. Our SADC believes that when the program gathers each time, the gathering is a time for the clients to celebrate life, friendship, one's past and futures. This belief is center upon which EverCare has built the entire EverCare Life program. The SADC handicapped-accessible, single-level space providing opportunities for Clients to engage with tailored activities.

50 YEARS IS A LONG TIME: It is a fact and remember – PHI does not include individually identifiable health information of people who have been deceased *for more than fifty [50] years!*

"A life is not important except in the impact it has on other lives." Jackie Robinson, Baseball Hall of Fame memb

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CHHA: Certified Home Health Agency
CM: Clinical Manager
CPR: Cardiopulmonary Resuscitation
DCN: Document Control Number
DP: Discharge Planner
FIDA: Fully Integrated Duals Advantage [Medicare & Medicaid]
HHQRP: Home Health Quality Reporting Program
HHS: Department of Health and Human Services
MAP: Medicaid Advantage Plus
MEDIGAP: Medicare Gap or Supplement Insurance
MFA: Multi-Factor Authentication
MR: Medical Review
NPP: Notice of Privacy Practices
OASIS: Outcome and Assessment Information Set
PHR: Personal Health Record
POC: Plan of Correction
QI: Quality Improvement
VBP: Value Based Payments

IS THERE A DIFFERENCE BETWEEN ANONYMOUS & CONFIDENTIAL?

Yes, there is a major difference. Anonymous is when the identity of a person is not known. For example, when someone calls our hotline, no phone number or name or anything is shown on the phone screen. Confidential is when the identity of the person is known but information disclosed is kept private, in whole or in part, at the person's request.

HOME HEALTH CARE PROGRAMS such as CHHAs and LHCSAs are monitored by NYS DOH and provide personal care, home health, medical social services, skilled nursing and therapy services for both short- and long-term clients.

TERMS TO KNOW

Comorbidity: Any coexisting health condition. The prefix "co" means together and the word "morbidity" is the medical term for a health condition. Can also be described as cooccurring or coexisting conditions.
Complication: A medical condition that develops from another health condition or from treatment for another health condition.
Formulary: A list of generic and brand name prescribed medications covered by your health plan that treat the same conditions but cost less.
Medical Necessity: describes the supplies and services provided to diagnose and treat a medical condition in accordance with nationally recognized standards.
Network: A group of doctors, hospitals and other health care providers that accept payments from your health insurance company. This group has agreed to provide you care at special negotiated discounted rates, so staying within the network may save a person money.
Outlier: Something that is significantly well above or below an expected range or level.
Skilled Care: Care services that require delivery to be by a licensed professional such as a RN, Physical, Occupational or Speech Therapist.

QUICK QUIZ

A person asks you a question about the health of one of our Patients or Clients. Which one of the following is correct?

A: Tell the person you will talk after hours. B: Tell them you cannot discuss any confidential information because they are under the care team. C: Only mention the basic status information. Correct Answer: B

WHEN DO YOU REPORT ANY SUSPICION OF FRAUD, WASTE OR ABUSE?

It is your duty and obligation to report it immediately, even if you may not have all of the information. Just report it to your Supervisor, Executive Office, or the Compliance Officer.

REMINDER ON VENDOR EMAILS

Any emails that have PHI, even if originating from an outside vendor, it is necessary to add the word "secure" to the subject line to protect PHI.

*"Integrity is doing the right thing when no one is watching."
C. S. Lewis, novelist, scholar, broadcaster*