

CORPORATE COMPLIANCE MATTERS

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See Something, Say Something 24/7 HOTLINE: 844/371/4700 Connect with Compliance

HOT TOPICS:

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

A: Yes, since they are secured. You cannot use any unauthorized personal phones. In addition, employees or vendors are NOT authorized to send EverCare related email or text to anyone's personal phone especially if it contains any Personal Health Information [PHI].

Q: Do you need to use "secure" when replying to a vendor email with PHI that originated from the vendor?

A: #2. Yes, since it secures the email thread and helps to provide safe email transmission, for all PHI identifiers.

Q: You received an email from a provider that included an Authorization #960 form. The provider then verbally asks you that other information was not included in error. What do you do?

A: You can only release information that is requested on the Authorization form, and only the minimum necessary.

HOW TO SPOT A SCAM IN 5 SIMPLE WAYS

When you see any request that may not look right, or you become suspicious because of the look of the request, here are five [5] indicators that may confirm your suspicions:

- 1] An email requests for you to send PHI information. It is an unfamiliar company, fax number or address.
- 2] Unexpected email from unknown senders.
- 3] Urges you to click a link or open an attachment.
- 4] Has poor grammar, misspellings or strange or usual wording.
- 5] Has skewed, outdated logos, or cut and pasted graphics.

Report it to your Supervisor, Executive Office, Compliance Office or call our IT Help Desk: 1-800-434-2726.

ADVANCE DIRECTIVES: WHAT ARE THEY; DO THEY EXPIRE?

Advance Directives is a written instruction that communicates your health care wishes and does not expire. However, you can change it anytime you wish. CHHA has a publication known as the "Five Wishes" and it helps to guide anyone through the process. There are four [4] types of Advance Directives:

- 1] **Health Care Proxy:** You may choose any person that you feel will be able to make decisions that reflect your wishes, values and beliefs. They will be able to make choices for you – even if something happens for which you are no longer able to communicate for yourself.
- 2] **Living Will:** contains your specific health care wishes and it may be used to make your wishes regarding life-prolonging procedures and end-of-life care clear. These wishes will be followed, even when you are no longer able to communicate for yourself.
- 3] **A Living Will can be combined with a Health Care Proxy** into one document.
- 4] **Do Not Resuscitate Order [DNR]** instructs medical professionals not to perform cardiopulmonary resuscitation [CPR] in the event that your heart stops beating or your lungs stop breathing.

THE CHARITY CARE PROGRAM AT CHHA

Assists those in need of care; who are not eligible for covered benefits under Medicare or Medicaid; not covered by any private insurance and whose household income is less than 200% of the federal poverty guideline. Contact CHHA for more information. Any individual can provide a referral to see if the person is eligible by calling: 1-855-485-6697 or contact Stephanie Ramon, Supervisor, Intake or Merry Brun, DPS or Maria Barki, RN Nurse/Educator.

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

TERMS TO KNOW

CAHPS: Consumer Assessment of Healthcare Providers and Systems

CMS: Centers for Medicare and Medicaid Services

F2F: Face-to-Face

FCA: False Claims Act

FFS: Fees for Service

GRC: Governance, Risk and Compliance

HIPAA: Health Insurance Portability and Accountability Act

HIT: Health Information Technology

IBNR: Incurred But Not Reported

KPA: Key Performance Area

LUPA: Low Utilization Payment Adjustment

MN: Medically Necessary

NPP: Notice of Privacy Practices

OSHA: Occupational Safety and Health Administration

PAH: Potentially Avoidable Hospitalization

PHI: Protected Health Information

PEPPER: Program for Evaluating "Payment Patterns Electronic Report

POS: Point of Service

RBNP: Received But Not Paid

SS: Social Security

SSDI: Social Security Disability Insurance

Notary Public services are able at Compliance office, no charge, by appointment. Please contact us.

PHI DEFINED: PHI has eighteen [18] identifiers, as defined by HIPAA. PHI is any unique identifying #, code or character identifiers including but not limited to: a person's name, postal address, telephone, fax, account, medical records and Social Security numbers; elements of dates except for the year; URL and IP addresses; health plan beneficiary number; biometric identifiers, finger and voice prints; full face photos; plus other comparable images; device identifiers/serial number.

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

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

Fraud: is knowingly and willfully executing or attempting to execute, a scheme, plan, or trickery to defraud any healthcare benefit program. It is 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.

Overutilization: Using established criteria, as a guide, so that a determination is made as to whether the patient or client is receiving all of the appropriate services.

Elder Abuse: To protect our aging and vulnerable population from harm, to keep safe, and free from abuse. Elder abuse awareness is critical and to have it reported to your Supervisor or care team, right away. The Office for Aging [OFA] are also committed to assisting the elderly in maintaining their dignity, well-being, independence and enjoying the best quality of life possible.

Skilled Care: Care services that require delivery to be by a licensed professional such as a RN, Physical, Occupational or Speech Therapist.

RECALLING EMAILS: 4 STEPS

If you sent an email to another provider/person in error, immediately recall the email sent and notify the compliance officer, your supervisor or executive office, as it may be considered a breach. Recall the sent email by going to:

1] Outlook – go to Message

2] Scroll down to Actions and click on "Recall this message."

3] You will then receive a reply soon to see if it has been successfully recalled,

4] If not recalled successfully, 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 have it confirmed. Compliance will keep a record and assist with any other steps.

WHEN DO YOU REPORT ANY SUSPICION OF FRAUD, WASTE OR ABUSE TO YOUR SUPERVISOR OR TO COMPLIANCE?

Report immediately, even if you may not have all the information. Time is of the essence. It is your obligation to do so. Do not wait.

EVERCARE LIFE: NEW LOOK AT THE SADC CENTER

Be sure to take a good look at the many renovations in EverCare Life Social Adult Day Care. It now has a movie theater; Café area; place to have hair and nails serviced; plenty of activities; and new colors!!