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Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

2018 ICD-10 Updates of Note for Primary Care

The 2018 ICD-10 updates were implemented on October 1, 2017. The following changes may be of note to primary care providers and some specialists as well:

- Acute respiratory distress will have its own code – R06.03.
- Diabetes mellitus, type 2, codes are expanded to include E11.10 (with ketoacidosis, without coma) and E11.11 (with ketoacidosis, with coma)
- Lump in the breast will now be better described by expanded codes in category N63 that identify which breast and the area of the breast where the lump is found (e.g., right breast, lower inner quadrant).
- Undescended or non-palpable testicle – codes in category Q53 will describe the location of undescended testes and codes R39.83-R39.84 will describe unilateral and bilateral non-palpable testicles.
- Non-pressure chronic ulcers can now be coded to indicate the severity of the ulcer when involving muscle, bone, cartilage or tendon but not necessarily with evidence of necrosis.

There are many other changes to codes, within the guidelines, and to excludes and code also/first notes. Please review chapters that are used frequently by your department or division for updates that may be applicable. It is advised that changes be made to provider favorite lists to facilitate the use of new or revised codes.

Contact Us

EVMS Medical Group Compliance Office

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Suite 500
Norfolk, VA 23508
Phone 451-6200

Link to Policies & Forms:

http://www.evms.edu/patient_care/compliance_program/

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Compliance "Listserv"

Send an email to browerl@evms.edu to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

Request to Amend a Medical Record

HIPAA affords patients the right to request an amendment to their medical record. This information is available to patients in our Notice of Privacy Practices which all patients are given or offered at registration. It is possible for a patient who reviews their medical information to decide that in their opinion a change needs to be made. When a patient asks that a change be made, there is an outlined policy and procedure to be used to assist the patient in this process.

Because of the nature of a patient's clinical information, it is always the decision of the treating provider to make changes or decide which ones may be appropriate. When a patient presents with the request, the **Amendment to Health Information – Patient Request Form** should be provided to the patient. A response must be provided on the bottom of the form to the patient within 60 days from receipt of the request. A one-time 30 day extension may also be provided to the clinical department by the Compliance Office however written notice of the reason for the extension and the date a decision will be provided must be given to the patient. Requests for changes to a record will be denied in the following instances:

- Information was not created by EVMS Medical Group.
- Information is not part of a designated record set.
- Information is not available under the access provision.
- Information is accurate and complete.

Once a decision is made, the form must be completed and signed by the provider and a copy of the determination must be mailed to the patient within 60 days of receipt of the request. If the request is denied, patients may request a second review which will be completed by another physician who was not involved in the first review. A determination should be provided within 30 days of that request. If a record does need to be amended, there is a specific procedure for that as well, and more information on that process is available at the link below. All forms and decisions should be scanned into the patient's medical record.

[Amendment/Change to Health Record Policy](#)

e-PHI Security Tip

The use of cloud-based services for storing PHI is not permitted and in most cases leads to an assumed breach. If cloud services or other sharing services are needed these solutions must

be approved by or put in place by EVMS Information Systems who may be able to offer HIPAA compliant, secure options. Because of recent incidents, **this is to serve as a reminder that Google Docs in particular is not secure, HIPAA compliant, or intended to be used for business purposes.**

Lunch Discussion Session November

Topic: Registration and Forms

Who Should Attend: Anyone who is involved in the registration process or with assisting patients as they complete forms. This is also a great opportunity for managers to attend and pass on training tips to their staff members.

Dates and Locations:

Thursday, November 16th, 12-1:00 pm in HH 758

Please RSVP to Laura Brower at browerl@evms.edu or 451-6202 and feel free to bring your lunch!