

In This Issue

- **2017 Annual Survey Results**
- **Sending Certified Mail**
- **2018 HCPCS Manuals**
- **e-PHI Security Tip**
- **Lunch Discussion January: Cancelled**

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.

2017 Annual Compliance Survey Results

The results of this fall's Annual Compliance Survey are in! The survey was distributed on October 31, 2017 and the last response was recorded on November 28, 2017. The survey link was sent to the Practice Management Committee as well as the Compliance "listserv" and managers were asked to distribute to their faculty and staff. There were 120 recorded responses this year which unfortunately is a decrease from the 151 received last year.

Compared to last year's results there was a decrease in the percentage of individuals who know where to find our Compliance and Privacy policies and forms. There was a very slight decrease in the percentage of respondents who would feel comfortable discussing Compliance related concerns with their direct supervisor. For those who stated they would not feel comfortable, free text responses included concerning statements including that the respondent did not know who their direct supervisor was or that he/she is not receptive, that their concerns would not be listened to, as well as fear of possible retaliation. The percent of individuals who are aware of how to report a concern to the Compliance Office decreased from last year. The percent of respondents who felt that they could report issues without fear of retaliation decreased slightly from last year's results. When asked if a compliance or privacy violation had ever been observed in their workplace, the percent of respondents who stated that they had decreased about 5% however the percentage who reported increased significantly. There was a decrease in the percentage of individuals who receive the Compliance Newsletter and a significant decrease in the number of respondents who have attended a Compliance Lunch Discussion. There were few additional comments however there was interest expressed on the topic of whistleblowing and off-campus availability.

As always, the information gathered is very helpful in

Contact Us

EVMS Medical Group Compliance Office

4111 Monarch Way,
Suite 500
Norfolk, VA 23508
Phone 451-6200

Link to Policies & Forms:

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

James F. Lind, Jr.,
MBA
Compliance Officer

Privacy Office
Privacy Line 451-6298

Leanne Smith, CHC
Administrator

Laura Brower, CHC, CPC
Coding & Compliance Manager

Donita Lamarand, RN,
BSN, CPHRM
Director of Risk
Management

Andrea Willis, CPC, CPMA
Clinical Auditor

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.

identifying focus areas and potential topics on which to improve within the Compliance Program. This year's data will be benchmarked against all past year's results. Many thanks to all who took the time to participate as the survey helps set the tone for training, education, and policy formation for the remainder of the fiscal year and beyond.

Advice for Sending Certified Mail

Important mail items sent to patients such as breach notifications, termination letters, missed appointment policy reminders and other correspondence are often sent via certified mail. While sending via certified mail and receiving an official certification that the patient has received the mail piece is a good means of record keeping, it is also recommended that these items be sent via regular mail as well. Often people will not pick up or sign for certified mail as they assume the letter will be a bearer of bad news. For this reason, mail may be sent both ways to ensure that the patient has had the opportunity to receive the correspondence.

2018 HCPCS Manuals

New CPT and HCPCS codes become effective on January 1, 2018. Our new HCPCS manuals are usually the last to come in and this year is no exception. The books were due to ship on 12/21 and arrived at EVMS on 12/28. These will be turned around and delivered to each department as soon as possible so please be on the lookout for your books!

e-PHI Security Tip

When accessing the EHR or the Practice Management System, employees should always use their own login information. Likewise, individuals should never share their credentials or ask another employee to look something up for them under their login. Each individual is responsible for all activity conducted under his or her login and should only access that information which is the minimum necessary to complete job function.

Lunch Discussion Session January

**Compliance Lunch Discussion for January has been cancelled.
See you in February!**