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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.

Photo Identification Requirement

EVMS Medical Group requires that all patients present with a photo ID in order to receive care. The number one reason for this policy to which there is no exception is for patients who are using insurance to cover the cost or some of the cost of their visit. In order to verify identity and help prevent insurance fraud, we must be able to determine that the individual presenting for care is using their own insurance and not that of someone else. If a patient wants us to bill an insurance and does not have a photo ID, we should reschedule them for another time when they are able to bring it with them, barring any emergency.

Some questions have been asked regarding patients who are self-pay or wish to be self-pay for a visit that they have presented for without photo ID. Our stance is that if a patient makes this request, we may choose to oblige IF they are willing to pay up front before being seen. Even with self-pay patients we will be billing this individual so we need to confirm their address and identity. If we cannot do so, we should make every effort to obtain payment in full to our best estimation if the amount is unknown. Another thing to consider when weighing the importance of photo identification is the verification of patient identity for release of medical records. If someone presents to make a request for their record and we have never verified their identity, we could potentially give information to the incorrect individual.

As best practice, an ID should always be obtained when establishing care. Please remind patients that this does not necessarily need to be a Driver's license and could include a school ID, work badge, or any other containing a picture and name. The Department of Motor Vehicles also offers a generic Identification Card for those without a license.

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/

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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.

Chronic Care Management Updates

As of January 2017 billing updates have been made to the Chronic Care Management Codes (99490, 99487 & 99489). A summary of the changes can be found below:

- Increased payment as well as 2 additional reimbursable codes
- Reduced requirements for care initiation
- Reduced burden on electronic requirements (Care Plan)
- Clarification that "24/7" patient access is for urgent needs only
- Allowance for verbal consent rather than written

CMS has published an excellent article that summarizes the changes and provides additional information on the codes. The document may be found at the link below:

[CMS Chronic Care Management Services Changes 2017](#)

UPDATED: Designation Form

The EVMS Medical Group "Involvement in Care – Patient Designation" form has been updated and is posted on the web. The new version of the form has added a line at the top for MRN and done away with some language that referenced an outdated form. **Please remove all old forms from your clinic areas and replace with this updated version.** The form can be found at the link below:

[EVMS Medical Group Involvement in Care – Patient Designation Form](#)

e-PHI Security Tip

Portable devices including cameras, laptops and tablets which are for shared use in the office should always be appropriately secured, both electronically and physically. All portable devices containing PHI should be password protected with encryption if available however thought should also be put into how accessible they are. Suggestions for physical security include locks (accessible only by managers when needed), storage in secure areas, as well as logs to determine last use. Additionally, data should be removed from portable devices and placed in more secure electronic

locations as soon as feasible.

Lunch Discussion Session March

Topic: Responding to Requests for Information

Who Should Attend: Anyone who is responsible for receiving and/or responding to requests for patient information. Beyond the typical audit request or subpoena, we will discuss additional types of requests including those from law enforcement and other government agencies with statutory authority to obtain patient records.

Date and Location:

Thursday, March 16th, 12-1:00 pm in HH 757

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