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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.

Medical Record Retention and Disposal

EVMS Medical Group maintains policies and procedures in relation to record retention which are based on applicable federal and state law. The requirements for record retention vary based on type. The standard for each record category is listed below:

- Financial Records: Must be maintained for five (5) years to comply with provisions of the Social Security Act as it relates to cost reporting.
- Medical Records: Must be maintained for at least six (6) years from the last patient encounter. For minor patients all records to include immunizations should be kept until the child reaches age 18 or becomes emancipated, with a minimum time of six (6) years from the last encounter regardless of age.
- Pathology Test Reports: Must be retained for ten (10) years after the date of the report.
- Mammograms (if performed by EVMS Medical Group): Must be retained for five (5) years or ten (10) years if the patient has not had another mammogram performed by EVMS Medical Group.

Using the above standards, each department/division should be purging records as necessary on a regular basis to avoid unnecessary costs associated with retention or storage of outdated records. A record retention policy and procedure should be created and utilized in each department. All disposal must meet the standards set forth in the EVMS Medical Group “Handling PHI: Collection, Storage, Transmission, and Disposal” policy which may be found at the link below:

[EVMS Medical Group Handling PHI Policy](#)

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.,
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Compliance Officer

Privacy Office
Privacy Line 451-6298

Leanne Smith, CHC
Administrator

Laura Brower, CHC, CPC
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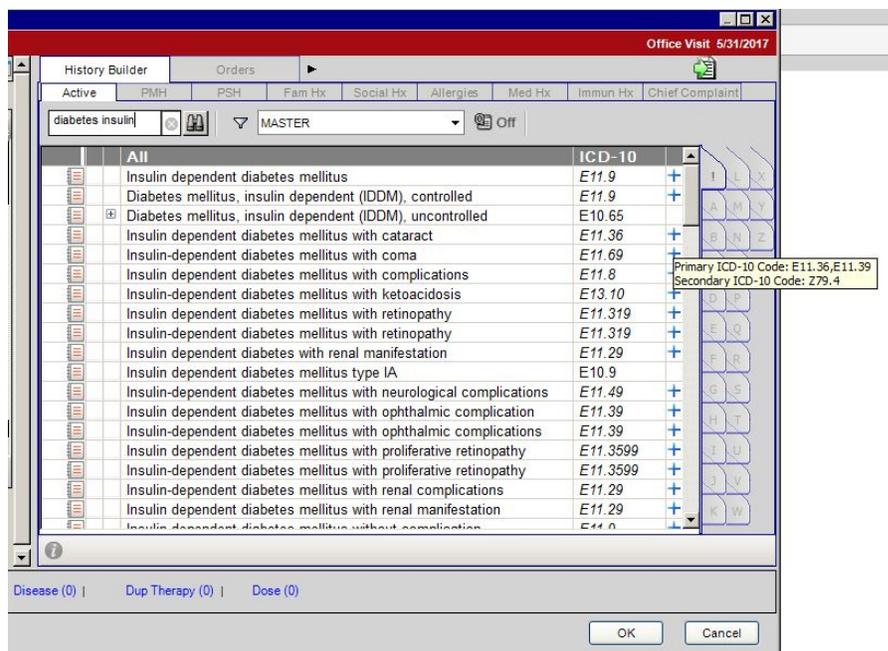
Andrea Willis, CPC, CPMA
Clinical Auditor

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.

Selecting a Diagnosis Code in Allscripts

When selecting a diagnosis code or a "problem" from the problem list in Allscripts, special attention should be paid to the "+" symbol that accompanies many codes in Allscripts. The "+" symbol next to a description or code indicates that if chosen, that code will appear along with any secondary code(s) that accompany the description when posted on the charge encounter. For example, please see below:



By hovering over the "+", you can see what secondary codes accompany that primary code. As a reminder, only four diagnosis codes can be "linked" to each CPT code submitted on a claim. If there are other more important chronic conditions that should be submitted instead of the secondary code, the provider or coder should visit the MD Charges section of the chart to remove any secondary codes that they do not wish to be submitted ahead of other more important chronic conditions **which were addressed that visit**.

e-PHI Security Tip

Sending PHI by fax is a secure way to communicate patient information. Two ways to protect information sent by fax include verifying fax numbers before sending (even when faxing from the EHR) and using a fax cover sheet. Fax cover sheets should include to whom and/or where the fax is intended, who/where the fax is coming from, and contact information for the individual who is sending the fax. A disclaimer with information about what to

do if a misdirected fax is received should also be included on the cover sheet. An example is as follows:

"THE INFORMATION CONTAINED IN THIS FACSIMILE TRANSMISSION IS PRIVILEGED, CONFIDENTIAL, OR PROPRIETARY INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED BELOW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL TRANSMISSION TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE."

Lunch Discussion Session June

Topic: Annual Compliance Training

Who Should Attend: Anyone who still needs Compliance Training before the end of the fiscal year. The deadline is **JUNE 30th!**

Date and Location:

Thursday, June 15th, 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!