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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.

CMS Targeted Probe and Education Review

Although we have not received CERT or RAC audits in some time, a new type of federal audit is on the rise. Medicare is currently performing “Targeted Probe and Educate Reviews” (TPE) through our contractor, Palmetto. These reviews will target providers with high claim denial rates or those whose billing pattern differs from peers based on statistical data. At this time Medicare Contractors rather than CMS are responsible for choosing topics to audit. Palmetto has currently published on their site that reviews are ongoing for Subsequent Hospital Inpatient Care codes 99232 and 99233, Emergency Room E/M Service codes 99284 and 99285 and Critical Care Service codes 99291 and 99292.

To date we have received one TPE for Critical Care. If selected for the review, a notification letter is received followed by up to 3 rounds of review and education. Each round includes 20 to 40 claims and 6 to 8 weeks are given between rounds for changes. Education is to be sent back to the provider however to date we have not yet received this feedback and do not know what format it will take. If changes are not made Palmetto can refer the provider to CMS for 100% prepayment review, extrapolation, or referral to a recovery contractor. Palmetto’s detailed information on the TPE process may be found at the link below:

[Palmetto Targeted Probe and Educate Review Process](#)

Involvement in Care Form Reminders

The EVMS Medical Group Involvement in Care form is used to allow patients to designate representative(s) who are authorized to be involved in their medical care. Those designees would be allowed to call and ask questions about the patient’s appointments or results, pick up documents or prescriptions for the

Contact Us

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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.

patient, request medical records, inquire about bills, etc. This form should be offered to new patients however it is NOT necessary that every patient fill this out if they do not wish to designate anyone. It is also important to note that this is NOT intended to be used to list other external treatment providers such as PCPs or specialists. Those individuals can be communicated with per HIPAA without specific authorization under the "treatment" provision. We are experiencing ongoing issues with this form therefore we ask that everyone review the following reminders:

- These forms are **ONLY** for new patients or established patients who did not previously designate someone, **OR** for those patients who have filled out before but now wish to make changes.
- When updating registration, patients should be verbally asked if they still wish for the individual(s) to remain on their designation list. If not, changes or printing are not needed. If the patient does wish to make changes or additions **the original form should be printed from Allscripts and the "Modification/Revocation" section should be used.** The form should then be entered/scanned again with changes.
- **Blank forms or forms that read "none", "self" or "N/A" should never be completed or forwarded to the Compliance Office.** If the patient does not wish to designate please do not waste their time by having them fill out!
- All forms should include a **LEGIBLE MRN** on the top right corner (the form has a line for this) and should be signed and witnessed.
- Forms are either completed, entered into IDX and scanned by the receiving department or completed and forwarded to the Compliance Office for entry and scanning. **If sending to the Compliance Office for entry it is not necessary to scan first as the form will be scanned here at our office.**

We receive an extremely high volume of these forms with errors daily and the scanning of unnecessary forms is causing issues in Scan/Allscripts. Please carefully review above and your current process. Forms should be forwarded in a timely manner as well. Holding and sending large quantities at once causes backlogs and delays in entry. Last, please make sure your department is using the most recent version of the form (updated 2/2017) which can be found at the link below:

[Involvement in Care - Patient Designation Form](#)

e-PHI Security Tip

Care should be taken when emailing PHI internally to verify

that no external recipients are included on the email. Although PHI inside the evms.edu network is secure, sending large amounts of PHI by email is still as risk due to human error. Consider alternatives such as saving to a shared drive or password protecting documents before sending a lot of PHI and ALWAYS verify the recipient addresses before sending to help prevent a breach.

Lunch Discussion Session January

Lunch Discussion will not be held during the month of January. We hope to see you again in February with another Environmental Health and Safety topic!