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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.

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## HCC Code Reporting

One of the most important things to understand about HCC code reporting is timing. HCC codes must be reported annually based on the calendar year even if a condition is chronic or a physical attribute that does not go away such as an amputation. Reporting these codes each calendar year helps maintain the patient's risk score and can lead to better quality care by ensuring chronic conditions are addressed at least once a year at the time of reporting. Reporting mechanisms give us the ability to audit for "gaps" or conditions that may have been reported by a provider in a previous calendar year but have yet to be reported in the current year. The Compliance Office is currently exploring the best procedures for capturing this "gap" data and reporting to providers in the group.

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## Verifying Patient Identity Over the Phone

Verifying patient information over the phone can be much more difficult than when the patient appears in person. Before discussing patient information with an individual over the phone, whether we are calling them or they are calling us, identity must be verified using multiple elements. Tips include:

- Ask the patient for the information you need rather than asking them to confirm. This is best practice when updating registration as well.
- Verify that you are speaking to the patient by using both their first AND last names. Asking for "Mrs. Jones" will not be sufficient if there are multiple individuals in the household with the same name.
- Use at least one and ideally two additional identifiers to

## 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/](http://www.evms.edu/patient_care/compliance_program/)

James F. Lind, Jr.,  
MBA  
Compliance Officer

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Privacy Line 451-6298

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## Compliance "Listserv"

Send an email to [browerl@evms.edu](mailto: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.

verify such as date of birth, insurance information, current address, or phone number.

- If a call is received and you have any doubt that the caller is who they say they are, politely ask the caller if you can call them back in a few minutes. Call the number in our up to date demographic information and go through the identity validation process again if necessary.

Verifying identity on the phone is never fool proof however following the steps above can mitigate risk and ensure that we are doing our due diligence to protect private patient information.

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## e-PHI Security Tip

If documentation is able to be transmitted using the EHR it should not be printed. For example prescriptions should always be sent electronically when possible and documentation should be faxed directly from Allscripts. Each time documents containing PHI are printed there is the potential for them to be lost or misplaced or mixed in with other patient information when shared printers are used. If documents must be printed best practice is to review each page before handing to a patient or mailing.

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## Lunch Discussion Session December

**Topic:** CPT Changes (effective 1/1/20) and Documentation Improvement

**Who Should Attend:** Managers, providers and staff involved in the documentation and coding process.

**Date and Location:**

Thursday, December 19<sup>th</sup>, 12-1:00 pm in HH 223

Please RSVP to Laura Brower at [browerl@evms.edu](mailto:browerl@evms.edu) or 451-6202 and feel free to bring your lunch!