



Serving Detroit, Hamtramck, Harper Woods, Highland Park & the 5 Grosse Pointes
1333 Brewery Park Blvd. Ste. 200 | Detroit MI 48207 | 313-446-4444
www.DetroitSeniorSolution.org

QUALITY AND COMPLIANCE NEWSLETTER

DAAA Corporate Compliance Hot Line

In accordance with state and accrediting agency requirements DAAA will maintain a hotline. The hotline phone number (313.396.5567) is published on various literature produced by DAAA and is published on the DAAA website. If you look around you will see the postings throughout the suites. All calls will be monitored by the CCO (or designee). The callers and their issues (complaints, grievances, fraud reporting; etc.) are to remain confidential at all times. Calls will be acknowledged within 24 business hours either by a return call or via letter if the caller provides the necessary information. Issues are to be resolved within five business days and the resolution communicated to the caller within 2 business days thereafter.



Remote employees are not exempt from following HIPAA rules.

With all of us working remotely this serves as a reminder that we are required to abide by all HIPAA regulations.

Employees who store hard copy (paper) PHI in their home office need a lockable file cabinet or safe to store the information. If a file cabinet is not available then all paperwork is to be secured at the end of the business day in a location not accessible by others in the home.

Employees need a shredder at their location for the destruction of paper PHI once it is no longer needed. If a shredder is not available then all PHI must be maintained until such time as it can be brought to the office and disposed of properly.

Employees are to disconnect from the company network, VPN and email, when they are done working.

Lap tops are to be shut down completely at the end of the work day and stored in a location that is safe from unauthorized access or theft.

Employees are not to copy or store any data including PHI to external media; this includes flash drives and hard drives.

Home workstations left unattended risk unauthorized access. Work areas are to have limited access to others in the home.

Email is to be encrypted by adding **[encrypt]** to email signatures.



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On an annual basis each employee is to engage the Relias Training module “HIPAA - Do’s and Don’t: Electronic Communication and Social Media” and “HIPAA: the basics”.

In addition IT policies address HIPAA regulations as they relate to devices and systems. All breaches of HIPAA are to be reported to the CCO immediately with follow up reporting CEO/President.

Whistleblower Protection

Any and all complaints whether internal or external shall remain confidential. At no time will anyone who reports an issue be subjected to dispensary, punitive, or retaliatory actions for reporting. DAAA abides by the Michigan Whistleblower Protection Act. Under this act, an employer cannot discharge, threaten, or discriminate against an employee regarding employment, compensation, or a term, condition, location or privilege of employment because of protected activity.

Appeals and Grievance Tracking

DAAA maintains standards related to participant appeals and hearings in accordance with the regulations of the State of Michigan. A participant has the right to file a grievance and request an appeal with DAAA. The participant if not satisfied with DAAA’s determination, has the right to request a State Fair Hearing. All appeals and grievances are to follow the required turnaround times. All deficiencies in turnaround time are to be documented as to the reason and reported.

Fraud Waste and Abuse Training & Reporting

On an annual basis each employee is to engage the Relias training Module “Fraud, Waste, and Abuse for Home Health management. Any and all suspected or actual Fraud, waste or abuse is to be reported to the Chief Compliance Officer for review. This can be done via a personal interaction, an email or via the DAAA Corporate Compliance Hot Line.

Medicare Fraud, Waste, and Abuse persist as significant problem in federally funded healthcare programs. Everyone at DAAA has an important role in recognizing, reporting, and preventing fraud, waste, and abuse. Below are a few examples of Fraud, Waste and Abuse.



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| <p>Fraud: intentionally falsifying information or deceiving Medicare for self-benefit</p> | <p>Examples of <u>Provider</u> fraud include: billing for services not actually performed falsifying a patient's diagnosis to justify tests, surgeries or other procedures that aren't medically necessary ◦</p> | <p>Examples of <u>Participant</u> Fraud include: Loaning or using another person's ID card to get medical services Changing or forging an order or prescription, medical record, or referral form Selling prescription drugs or supplies obtained under healthcare benefits</p> |
| <p>Waste: Overutilization of services or other practices that, directly or indirectly, result in unnecessary costs to the healthcare system. The misuse of resources</p> | <p>Examples of waste include: Billing for supplies that were not needed Billing for equipment that is not used</p> | |
| <p>Abuse: Includes any practice that does not provide patients with medically necessary services or meet professionally recognized standards of care.</p> | <p>Examples of abuse include: Billing for unnecessary medical services Charging excessively for services or supplies Misusing codes on a claim, such as up coding or unbundling codes.</p> | |
| <p><i>*Difference between Fraud & Abuse is intention. Abuse may be done unintentionally but quickly escalates into fraud.</i></p> | | |

Any person wishing to submit a report of any suspected case of fraud, waste, abuse or wrongdoing can do so confidentially and without fear of retaliation or reprisal.

You can anonymously report any suspicions of FWA by calling:



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Corporate Compliance Hotline (844) 383-2517

OR

Contacting the DAAA Interim Chief Compliance
Officer:

Angela D. Lewis BHA, MA

Phone: (313) 446-4444 ext.

5310

Email: lewisan@DAAA1A.org

You can also visit our website

<http://www.DetroitSeniorSolution.org>

