

## Compliance Training and Support Services



### COMPLIANCE PROGRAM (PER OIG)

- Compliance officer/committee
- Written plan (policies and procedures)
- Training and Education
- Lines of communication
- Auditing and Monitoring
- Exception/incident procedures
- Response and corrective action

### Background

In today's healthcare environment, physicians and hospitals are exposed to countless regulatory and legal regulations. These rules and requirements are growing every day with the ongoing implementation of the ACA. This includes Medicaid expansion in many states, emerging ACO-type payment systems and quality programs such as PQRS and the VBMP (Value-Based Modifier Program).

At the same time, audit and enforcement initiatives have been expanded by the HITECH Act, etc. It is now the case that an inadvertent mistake can lead (and has led) to charges of fraudulent billing, with severe penalties. The bottom line: ignoring or not being current means very large risks; both financial and reputational.

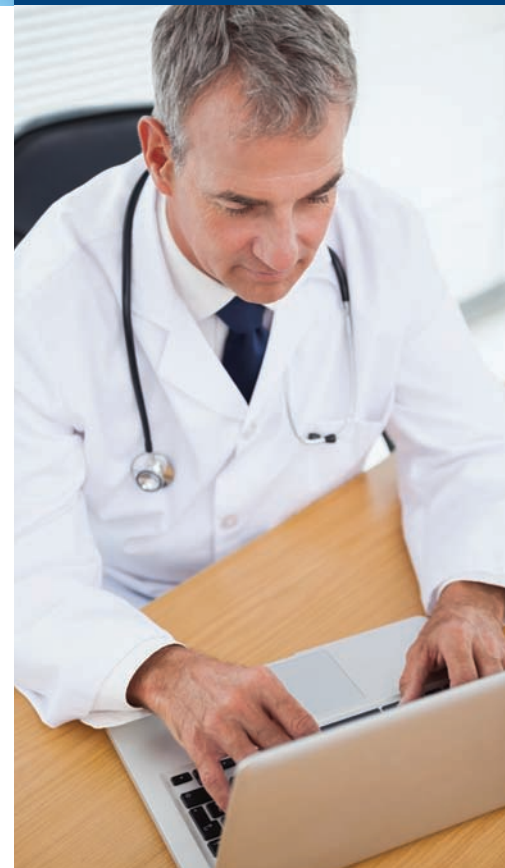
Fortunately, there is a solution for physician groups and hospitals: a compliance plan and program. For many years, CMS and OIG have provided model compliance standards that, if adopted and implemented, lead to fewer compliance issues and, if one arises, more lenient treatment.

In addition, compliance programs can actually increase the quality and accuracy of provider documentation, coding and billing procedures. In much the same way that quality initiatives in manufacturing result in lower costs and improved quality, a good compliance program improves quality and efficiency.

### Compliance Programs

Most hospitals and many physician groups have established compliance programs. However, some elements of the program may not get sufficient attention since the Compliance Officer frequently has other duties and often does not have dedicated staff. As a result, the program may exist on paper but not be fully implemented.

In cases like this, hospitals and physicians can choose from a variety of low-cost compliance support services to fully enable their program.



## Compliance Support Services

Physician groups and hospitals can choose from a menu of AdvantEdge services to augment their internal compliance resources while energizing their compliance program. Each is designed to deliver one or more key components of a compliance program with a minimum of administrative work by the practice or hospital. The services include:

- Compliance Plan and Program Review
- Compliance Training
- Compliance Hotline
- Compliance Alerts
- Compliance Q&A
- Compliance Incident Support
- Compliance Plan Development

## Compliance Program Review

It's not uncommon for a Compliance Program to become stale. In other cases, physicians or administrators may be concerned about whether the program is current with the latest regulations. In these and similar situations, the solution is easy: a formal review by AdvantEdge compliance experts. They will inspect the program including how it is implemented across your organization and provide a formal report with findings and recommendations. The typical timeframe is two to six weeks, depending on the size of the organization.

## Compliance Training

One of the hardest things to implement in a compliance program is ongoing training for providers and others in the organization. Training in HIPAA Privacy and Security is particularly important given the everyday risks associated with PHI (Protected Health Information). For regular training and updates, AdvantEdge offers a cost-effective online package that each team member can complete at the time most convenient for them. It includes interactive multimedia presentations that engage viewers and make them a part of the learning process. Packages are available in a variety of sizes to accommodate organizations of all sizes.

In some situations, your group may need training on a specific topic or process. AdvantEdge offers customized courses on a one-time and a recurring basis. For recurring courses, or where a large number of providers and staff need to be trained, the course can be delivered cost-effectively via LearningEdge: the AdvantEdge online learning management



system.

## Compliance Hotline

It is strongly recommended that physician groups and hospitals offer a hotline for employees to report compliance concerns and questions, on an anonymous basis if they wish. AdvantEdge offers a toll-free Compliance Hotline directly to our compliance office who will record the inquiry and follow-up with your compliance officer, as appropriate. Having a third party provide this service helps assure employees of their privacy thereby encouraging more reports. It is worth noting that AdvantEdge experience shows that most Compliance Hotline calls do not identify serious problems but they often identify areas where education is required.

## Compliance Alerts

One of the biggest challenges for any healthcare organization today is staying current with the barrage of regulations as they are continually updated. With this inexpensive service, AdvantEdge clients are notified via email immediately whenever an important regulation or rule is updated or changed.

## Compliance Q&A

Many Compliance Officers find themselves faced with new or unique situations on a regular basis. Sometimes the answers can be found online or via colleagues. But often a compliance expert must be consulted. AdvantEdge offers exactly this capability: access to the AdvantEdge compliance office and experts. As required, they will research your issue and provide a recommended solution. Think of them as an extension of your compliance team.

## Compliance Incident Support

When a potential compliance incident is identified, it is critical that the organization have a defined process in place to respond, effectively and timely. Since incidents should occur infrequently, it can be hard for an organization to have the necessary expertise in place. AdvantEdge offers this service as an extension of your compliance office.

## Compliance Plan Development

For organizations that do not have a compliance plan or program in place, or where an entirely new plan is warranted, AdvantEdge will assign its compliance experts to work with you to develop a plan appropriate for, and tailored to, your organization.

