



COMPLIANCE NEWSLETTER

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Heritage Provider Network

Upcoming for 2016 Compliance Training

Stay tuned for the 2016 Annual Compliance Training Notification.

All Employees, FDRs, Temporary Employees, and Volunteers are required to take the training.

NEW Compliance Module! Cultural and Linguistic Training

The people we serve and work with are diverse in their thoughts, languages, actions, customs, beliefs, and values. In order to communicate effectively and to provide the highest quality of service and care, it is essential that each one of us have the ability to interact effectively with those from different cultures and lifestyles.

Check out the additional Cultural and Linguistics module in your upcoming annual Compliance Training!

Code of Conduct

Everyone who conducts business with or for HPN shares the responsibility of upholding and enforcing HPN's Code of Conduct.

The Code of Conduct is our guide in ensuring that we are adhering to all applicable laws, regulations, policies and procedures, and other mandates.

Not only does it ensure our compliance to these entities, but the Code of Conduct is our guide to performing with the utmost integrity and ethical conduct. When we are ethical, we are most able to meet and exceed our commitment to those we serve and work with.

Compliance Program Effectiveness

HPN has established a Compliance Program and routinely monitors it for effectiveness. The program includes the Compliance Plan (outlines expectations and responsibilities), written policies and procedures, and Compliance Training.

Review all compliance material on your group's website or at: heritageprovidernetwork.com/?p=compliance

Did you know?

HPN's Compliance Officers conduct audits to ensure everyone is compliant with HIPAA and CMS regulations.

Make sure to:

- Lock PHI in a secure location.
- Empty shred bins on a daily basis.
- Make sure your computer screen is not visible to patients/non-employees.
- Do not use PHI in phone conversations to prevent others from overhearing.
- Lock computer screen when leaving computer.

COMPLIANCE OFFICERS	
HPN	Sandy Finley Corporate Compliance Officer sdfinley@hdmg.net
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Do you have a Conflict of Interest?

A conflict of interest occurs when a person holds competing interests that conflict with each other—for example, when someone is unable to make objective decisions in the course of their employment due to potentially conflicting activities; or when someone does not act solely in the best interest of the company.

If you suspect a conflict of interest, you are obligated to notify and present all facts to your Compliance Officer or to Human Resources.

Reminder!

Always verify the patient's phone number, mailing address, fax, and other contact information.

This prevents potential breaches in communicating sensitive information to the wrong parties.

REPORT!

FRAUD, WASTE, ABUSE & NON-COMPLIANCE

- ♦ Reports are kept confidential and may be made anonymously.
- ♦ Without fear of reprisal or any other penalty.
- ♦ Report to your Supervisor, HR, or Compliance Officer if you suspect any non-compliance.

Corporate Compliance
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Compliance Hotline:
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