



COMPLIANCE NEWSLETTER

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Heritage Provider Network



Heritage Provider Network and its Affiliated Medical Groups (HPN) have committed to caring for our patients and communities; and to demonstrate this commitment, HPN has established a Compliance Plan.

The Compliance Plan provides guidance in acting ethically, with integrity, and according to business standards. Additionally, the Compliance Plan provides guidance in adhering to all Federal and State Laws and Regulations related to our business practices.

The Compliance Plan, Standards of Conduct, Training Modules, and Policies & Procedures are located on each of HPN's groups' websites (www.heritageprovidernetwork.com). We encourage all employees to familiarize themselves with these standards and regulations.

You Got Mail!



Scenario

You receive an email with FedEx's logo. You did not order, nor were you expecting a package. The email includes a link to follow for tracking and an attachment with additional information.

What should you do?

- Should you open the email?
- Should you click on the link?
- Should you open the attachment?

Answer

While viruses will not automatically download if you simply open the email, you **should not** click on the link or open the attachment.

Doing so, may result in a virus which can compromise your data.

Always contact the individual to ensure validity if the email is out of the ordinary or you have any suspicion/uncertainty.

It is also a good idea to call your IT department for assistance.

For more information, refer to the [CP-036 Internet and Computer Usage policy](#) located on your group's website under Compliance.



REPORT Compliance Concerns!

- ◆ If you encounter a potential violation, Speak Up!
- ◆ It is not only the right thing to do, it is required by company policy.
- ◆ You are protected from retaliation when you report in good faith; you have the option of reporting anonymously.
- ◆ All reports will be reviewed, and if necessary, investigated.
- ◆ Report to your Supervisor, HR, or Compliance Officer if you suspect any non-compliance.
- ◆ Leave a confidential voicemail
- ◆ Send a confidential email
- ◆ Anonymously call the Compliance Hotline

It's a New Year! & A GREAT TIME TO update your passwords!

Do not use the "Remember Password" feature!

Characteristics of Strong Passwords

1. At least (8) characters long
2. Upper and lower case letters
3. Numbers and special characters such as: 0-9, !@#\$%^&*()_+
4. Letters, special characters and numbers are used throughout such as: Tm#B1*w2R!
5. Changed every (3) months

Remember to never use frequently used words or other personal information such as names, birthdays, or anniversaries.

For more information about passwords please refer to the [CP-038 Password Creation & Usage Policy](#)

PROTECT Your Data

Universal Serial Buses (USBs) are extremely useful in transferring information from one computer to another, such as a PowerPoint presentation for your next meeting. USBs, however, can also be carriers for malware (viruses!).

Increase your safety and protect your data!

- Never use a USB drive from a third party (such as, freebies from a vendor at a conference).
- Only use USBs that have been sealed from a trusted source (such as, Office Depot or Staples).
- Always encrypt your USB drives with a security software, such as Sophos Enterprise Encryption software.
- It is company policy that all computers or devices must be encrypted with Sophos Enterprise Encryption software.



See policy: [CP-039 Security of Electronic Data and Disk Encryption](#) for more information or contact your Compliance or IT Department.

COMPLIANCE OFFICERS	
Corporate Compliance Hotline: 1-855-682-4127	
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Threshold Languages

What are threshold languages?

- Primary languages spoken by our limited English proficiency (LEP) population groups.

Which languages are primarily spoken by our LEP populations?

- Arabic
- Armenian
- Chinese
- Farsi
- Khmer*
- Korean*
- Russian
- Spanish
- Tagalog
- Vietnamese

Did you know?

In addition to these languages, HPN employees have tested proficiency in:

- German
- Hindu
- Mandarin
- Samoan
- *Not tested by HPN employees.