



General Compliance and Code of Conduct Compliance Training

Heritage Provider Network
&
Affiliated Medical Groups

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General Compliance and Code of Conduct Summary

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At the end of this training, please complete the quiz successfully to receive the “Certificate of Completion”. **The training is not complete until the certificate and quiz results are submitted to contact information listed on the certificate.**

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What Does Code of Conduct Represent?

Code of Conduct represents:

- A set of written/unwritten rules outlining responsibilities, according to which people in a particular group, class or situation are supposed to conduct themselves in a business setting
- The “face” of the company culture

The Code of Conduct is not intended to supersede any other applicable legal or regulatory requirements or any federal, state, or local government entity.

Code of Conduct

- In order to meet or exceed our commitment to the community, our patients, members, and business partners, we should, at all times, strive to achieve the utmost in ethical and professional business standards.
- Our company does not grant waivers to its code of conduct, conflict of interest and compliance standards.

Code of Conduct

Some departments may have more stringent requirements than those specified in this Code of Conduct training.

Some areas that have stringent requirement include, but are not limited to:

- Accurate financial and accounting record-keeping
- Accurate and ethical billing and collections processes that focus on current fraud and abuse laws
- The referral processes for enrollment of patients
- The protection of Protected Healthcare Information under HIPAA

Areas Covered by Code of Conduct

Typical areas covered by Code of Conduct:

- Gift giving and receiving
- Harassment and discrimination
- Environmental standards
- Controlled substances
- Health and safety
- Personal use of company resources
- Relationships with contractors, vendors, etc.
- Confidentiality and privacy
- Substance abuse
- Fair dealing
- Workplace violence

Areas Covered by Code of Conduct

Gift Giving and Receiving

- Employees are prohibited from accepting or asking for bribes, kickbacks, gratuity or other forms of payment.
- Employees or other business affiliates may not offer anything of value to a government official or other third party in an effort to influence business or to gain special treatment as an individual or organization.

Harassment and Discrimination

- We are committed to providing a work environment free of discrimination and harassment.
- The company will not tolerate any form of harassment at any level of the organization.

Areas Covered by Code of Conduct

Environmental Standards

- Health care facilities produce waste of various types. We are committed to safe and responsible disposal of biomedical waste and other waste products and the compliance with all applicable environmental laws and regulations.

Controlled Substances

- Only licensed personnel, within the scope of their practice, are authorized to handle controlled substances in accordance with our policies and procedures and state and federal regulations.

Areas Covered by Code of Conduct

Health and Safety

- We maintain an Injury and Illness Prevention Program (IIPP) to assist in providing a safe and healthy work environment.
- Each employee is expected to obey safety rules and to exercise caution in all work-related activities.

Personal Use of Company Resources

- Company resources must be maintained and utilized according to the rules and regulations.
- We reserve the right to inspect all property to ensure compliance.
- Employees are prohibited from using company facilities or equipment for personal use without prior authorization.

Areas Covered by Code of Conduct

Relationships with Contractors, Vendors, etc.

- We strive to employ the highest ethical standards in all business practices and maintain integrity and excellent rapport with all business relations.
- Selection criteria will be objectively based upon quality, service, price, technical excellence and the overall ability to meet our business needs and will not be determined by personal relationships and friendships.

Confidentiality and Privacy

- We follow State and Federal Laws regarding confidential information, proprietary, trade secrets, internal information as valuable assets.
- We adhere to the Health Insurance Portability Accountability Act.

Areas Covered by Code of Conduct

Substance Abuse

- We are committed to providing a drug and alcohol-free work environment to protect the interests of all individuals involved.
- The use of alcohol, illegal drugs, or controlled substances, whether on or off the job, can adversely affect an employee's work performance, efficiency, safety, and health.

Fair Dealing

- We are dedicated to providing quality healthcare services to our community by maintaining the utmost ethical, legal, and business standards.
- Employees are expected to conduct business honestly and fairly without misrepresentation of material facts.

Areas Covered by Code of Conduct

Workplace Violence

- It is our intent to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom we do business.
- We have zero tolerance for violent acts or threats of violence.

Employee Role

We expect that all **employees** will proactively:

- Prevent wrongdoing
- Promote ethical conduct with accountability
- Promote compliance with government laws, rules and regulations
- Promote accurate and timely reporting and behavior
- Promote prompt internal reporting of violations of the Code and/or the law
- Promote honesty in relationships with other employees, customers, and vendors

Supervisor/Manager Role

Members of management must foster an ethical and compliance culture, and encourage employees to bring concerns to their attention.

Managers/leaders are held accountable and expected to:

- Ensure that employees complete the required training timely.
- Ensure that all employees adhere to the highest ethical standards; and those who have direct patient contact follow the Model of Care.
- Maintain an “open door” policy so employees feel comfortable addressing concerns.
- Periodically remind employees about HPN’s non-retaliation policy.
- Ensure employees know the importance of reporting concerns.
- Embrace the Code of Conduct and be an example of an ethical leader.
- Maintain an environment consistent and supportive of the Code of Conduct.

Supervisor/Manager Role

Managers are also held accountable and expected to:

- Educate employees with the meaning and application of the Code of Conduct.
- Provide leadership and support, including contacting the Compliance Officer when suspected or observed misconduct is reported.
- Enforce the Code of Conduct and apply appropriate corrective actions for violations.
- Consider issues of non-compliance as part of the employee's annual Performance Review.

Managers are responsible and held accountable for the actions of their employees if they have not appropriately informed/trained in HPN Compliance requirements; or have not provided proper counseling when problems have occurred. Corrective action, up to and including termination, will be applied for all employees involved in non-compliance.

Supervisor/Manager Role

We expect **supervisors/managers** to follow these additional responsibilities:

- Educate employees on the Code of Conduct and the requirements of their department's work activities
- Promote compliance with this Code of Conduct and other relevant policies, standards and procedures
- Report suspicions or allegations of employee misconduct in accordance with company procedures

Reporting Potential Violations

It is our duty to immediately report any potential or suspected violations to Human Resources or the Compliance Officer without fear of retaliation or reprisal by one of the following methods:

- Sending a confidential email to the Compliance Officer
- Leaving a confidential voice mail to the Compliance Officer
- Report any concerns via email or telephone to our immediate supervisor and/or HR Director
- Call the company hotline (where applicable)

Investigations

Reported allegations of misconduct will be promptly investigated.

- The investigative process will adhere to any applicable compliance and Human Resources policies regarding personnel action to be taken.
- Efforts will be made to maintain the confidentiality of such inquiries and the information gathered.
- Consequences for conduct violations inconsistent with our Code of Conduct will be addressed according to the provisions identified in the applicable policies.

Disciplinary Action

- Failure to comply with this Code or Compliance Plan may result in disciplinary action or termination.
- Discipline decisions can vary depending on the severity and the frequency of the misconduct.

You may be subject to disciplinary action if you are aware of a problematic situation and do not report it.

Some Violations Leading to Termination

There are violations of the Code which could result in immediate termination.

For example:

- Use of alcohol or drugs during work-hour and/or on company premise
- Violence in the workplace
- Accessing pornographic materials using a company computer, company phone, or other company device
- Stealing/Embezzlement of company resources
- Bribery
- Weapons at the workplace
- Other egregious acts of misconduct

Preventing Misconduct

In an effort to prevent misconduct, the company requests all employees to:

- Know and comply with our policy and procedures
- Report incidents that you experience directly or witness
- Cooperate with investigations

Code of Conduct Self-Assessment

Code of Conduct Self-Assessment:

- Have I verified the significant facts prior to my action/statement?
- Is my action/statement legal, ethical, and within policy?
- Am I being fair and honest in all my dealings?
- Will my action stand the test of time?
- How would I feel if my family, friends, and neighbors knew what I was doing? What would I tell my child to do?
- Will I feel comfortable with my decision? Will I sleep soundly tonight?
- How will I feel about myself afterwards?
- If I am not sure of something, have I asked for advice?



CMS General Compliance Training

Heritage Provider Network
&
Affiliated Medical Groups

Introduction

Anyone who conducts business with Heritage Provider Network and its Affiliated Medical Groups, including employees, FDRs, vendors, and other entities, are required to participate in the CMS General Compliance Training, as mandated by CFR §§ 422.503(b)(4)(vi)(C)(3) and 423.504(b)(4)(vi)(C)(4).

The Medicare Parts C and D General Compliance Training course is brought to you by the Medicare Learning Network®, a registered trademark of the U.S. Department of Health & Human Services (HHS).



Introduction

The following acronyms are used throughout the course.

Acronym	Title Text
CFR	Code of Federal Regulations
CMS	Centers for Medicare & Medicaid Services
FDR	First-tier, Downstream, and Related Entity
FWA	Fraud, Waste, and Abuse
HHS	U.S. Department of Health & Human Services
MA	Medicare Advantage
MAO	Medicare Advantage Organization
MA-PD	MA Prescription Drug
MLN	Medicare Learning Network®
OIG	Office of Inspector General
PDP	Prescription Drug Plan

Introduction

This training assists Medicare Parts C and D plan Sponsors' employees, governing body members, and their first-tier, downstream, and related entities (FDRs) to satisfy their annual general compliance training in the regulations and sub-regulatory guidance at:

- [42 Code of Federal Regulations \(CFR\) Section 422.503\(b\)\(4\)\(vi\)\(C\)](#);
- [42 CFR Section 423.504\(b\)\(4\)\(vi\)\(C\)](#);
- Section 50.3 of the Compliance Program Guidelines ([Chapter 9 of the Medicare Prescription Drug Benefit Manual](#) and [Chapter 21 of the Medicare Managed Care Manual](#))
- The “Downloads” section of the [CMS Compliance Program Policy and Guidance webpage](#)

Introduction

Completing this training in and of itself does not ensure a Sponsor has an “effective Compliance Program”. Sponsors and their FDRs are responsible for establishing and executing an effective compliance program according to the CMS regulations and program guidelines.

Hyperlink URL	Linked Text/Image
https://www.ecfr.gov/cgi-bin/text-idx?SID=c66a16ad53319afd0580db00f12c5572&mc=true&node=pt42.3.422&rgn=div5#se42.3.422_1503	42 Code of Federal Regulations (CFR) Section 422.503
https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=5cff780d3df38cc4183f2802223859ba&mc=true&r=PART&n=pt42.3.423	42 CFR Section 423.504
https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/Chapter9.pdf	Chapter 9 of the Medicare Prescription Drug Benefit Manual
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c21.pdf	Chapter 21 of the Medicare Managed Care Manual
https://www.cms.gov/Medicare/Compliance-and-Audits/Part-C-and-Part-D-Compliance-and-Audits/ComplianceProgramPolicyandGuidance.html	CMS Compliance Program Policy and Guidance webpage

Introduction

The Medicare Learning Network® (MLN) offers free educational materials for health care professionals on the Centers for Medicare & Medicaid Services (CMS) programs, policies, and initiatives. Get quick access to the information you need.

1. [Publications & Multimedia](#)
2. [Events & Training](#)
3. [Newsletters & Social Media](#)
4. [Continuing Education](#)

Hyperlink URL	Linked Text/Image
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts	Publications & Multimedia
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo/Events-and-Training.html	Events & Training
https://www.cms.gov/Outreach-and-Education/Outreach/FFSProvPartProg	Newsletters & Social Media
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo/Continuing-Education.html	Continuing Education

Introduction

ACRONYM	TITLE TEXT
CMS	Centers for Medicare & Medicaid Services
MLN	Medicare Learning Network®
HYPERLINK URL	LINKED TEXT/IMAGE
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts	MLN Educational Products
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles	MLN Matters® Articles
https://learner.mlnlms.com	WBT Courses
https://www.cms.gov/Outreach-and-Education/Outreach/NPC	MLN Connects® National Provider Calls
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLN-Partnership	MLN Connects® Provider Association Partnerships
https://www.cms.gov/Outreach-and-Education/Outreach/FFSProvPartProg	MLN Connects® Provider eNews
HYPERLINK URL/JAVASCRIPT	LINKED TEXT IMAGE
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243324.html	Provider Electronic Mailing Lists

Introduction

Why Do I Need Training?

Every year billions of dollars are improperly spent because of Fraud, Waste, and Abuse (FWA). It affects everyone – including you. This training helps you detect, correct, and prevent FWA. You are part of the solution.

Compliance is everyone's responsibility. As an individual who provides health or administrative services for Medicare enrollees, your every action potentially affects Medicare enrollees, the Medicare Program, or the Medicare Trust Fund.

Acronym	Title Text
FWA	Fraud, Waste, and Abuse

Introduction

Training Requirements: Plan Employees, Governing Body Members, and First-Tier, Downstream, or Related Entity (FDR) Employees

Certain training requirements apply to people involved in Medicare Parts C and D benefits. All employees of Medicare Advantage Organizations (MAOs) and Prescription Drug Plans (PDPs) (collectively referred to in this course as "Sponsors") must receive training about compliance with CMS program rules.

You may also be required to complete FWA training within 90 days of your initial hire. More information on other [Medicare Parts C and D compliance trainings and answers to common questions](#) is available on the CMS website. Please contact your management team for more information.

Introduction

Learn more about Medicare Part C

Medicare Part C, or Medicare Advantage (MA), is a health plan choice available to Medicare beneficiaries. Private, Medicare-approved insurance companies run MA programs. These companies arrange for, or directly provide, health care services to the beneficiaries who enroll in an MA plan.

MA plans must cover all services that Medicare covers with the exception of hospice care. MA plans provide Part A and Part B benefits and may also include prescription drug coverage and other supplemental benefits.

Learn more about Medicare Part D

Medicare Part D, the Prescription Drug Benefit, provides prescription drug coverage to all beneficiaries enrolled in Part A and/or Part B who elect to enroll in a Medicare Prescription Drug Plan (PDP) or an MA Prescription Drug (MA-PD) plan. Insurance companies or other companies approved by Medicare provide prescription drug coverage to individuals who live in a plan's service area.

Hyperlink URL	Linked Text/Image
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Waste_Abuse-Training_12_13_11.pdf	Medicare Parts C and D compliance trainings and answers to common questions

Compliance Program Training

This lesson outlines effective compliance programs. It should take about 15 minutes to complete. Upon completion, you should be able to correctly:

- Recognize how a compliance program operates; and
- Recognize how compliance program violations should be reported.

Compliance Program Requirement

The Centers for Medicare & Medicaid Services (CMS) requires Sponsors to implement and maintain an effective compliance program for its Medicare Parts C and D plans. An effective compliance program must:

- Articulate and demonstrate an organization's commitment to legal and ethical conduct;
- Provide guidance on how to handle compliance questions and concerns; and
- Provide guidance on how to identify and report compliance violations.

What is an Effective Compliance Program?

An effective compliance program fosters a culture of compliance within an organization and, at a minimum:

- Prevents, detects, and corrects non-compliance;
- Is fully implemented and is tailored to an organization's unique operations and circumstances;
- Has adequate resources;
- Promotes the organization's Standards of Conduct; and
- Establishes clear lines of communication for reporting non-compliance.

An effective compliance program is essential to prevent, detect, and correct Medicare non-compliance as well as Fraud, Waste, and Abuse (FWA). It must, at a minimum, include the seven core compliance program requirements.

What is an Effective Compliance Program?

(Continued)

For more information, refer to:

- 42 Code of Federal Regulations (CFR) Section 422.503(b)(4)(vi) on the Internet;
- 42 CFR Section 423.504(b)(4)(vi) on the Internet;
- "Medicare Managed Care Manual," Chapter 21 on the CMS website; and
- "Medicare Prescription Drug Benefit Manual," Chapter 9 on the CMS website.

HYPERLINK URL	LINKED TEXT/IMAGE
https://www.gpo.gov/fdsys/pkg/CFR-2014-title42-vol3/pdf/CFR-2014-title42-vol3-sec422-503.pdf	42 Code of Federal Regulations (CFR Section 422.503(b)(4)(vi)
https://www.gpo.gov/fdsys/pkg/CFR-2014-title42-vol3/pdf/CFR-2014-title42-vol3-sec423-504.pdf	42 CFR Section 423.504(b)(4)(vi)
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c21.pdf	Medicare Managed Care Manual, Chapter 21
https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/Chapter9.pdf	Medicare Prescription Drug Benefit Manual, Chapter 9

Seven Core Compliance Program Requirements

CMS requires that an effective compliance program must include seven core requirements:

1. **Written Policies, Procedures, and Standards of Conduct**

These articulate the Sponsor's commitment to comply with all applicable Federal and State standards and describe compliance expectations according to the Standards of Conduct.

2. **Compliance Officer, Compliance Committee, and High-Level Oversight**

The Sponsor must designate a compliance officer and a compliance committee accountable and responsible for the activities and status of the compliance program, including issues identified, investigated, and resolved by the compliance program.

The Sponsor's senior management and governing body must be engaged and exercise reasonable oversight of the Sponsor's compliance program.

3. **Effective Training and Education**

This covers the elements of the compliance plan as well as preventing, detecting, and reporting FWA. Tailor this training and education to the different employees and their responsibilities and job functions.

Acronym	Title Text
FWA	Fraud, Waste, and Abuse

Seven Core Compliance Program Requirements

(Continued)

4. **Effective Lines of Communication**

Make effective lines of communication accessible to all, ensure confidentiality, and provide methods for anonymous and good-faith compliance issues reporting at Sponsor and First-Tier, Downstream, or Related Entity (FDR) levels.

5. **Well-Publicized Disciplinary Standards**

Sponsor must enforce standards through well-publicized disciplinary guidelines.

6. **Effective System for Routine Monitoring, Auditing, and Identifying Compliance Risks**

Conduct routine monitoring and auditing of Sponsor's and FDR's operations to evaluate compliance with CMS requirements as well as the overall effectiveness of the compliance program.

NOTE: Sponsors must ensure that FDRs performing delegated administrative or health care service functions concerning the Sponsor's Medicare Parts C and D program comply with Medicare Program requirements.

7. **Procedures and System for Prompt Response to Compliance Issues**

The Sponsor must use effective measures to respond promptly to non-compliance and undertake appropriate corrective action.

Acronym	Title Text
FDR	First-Tier, Downstream, or Related Entity

Compliance Training – Sponsors and their FDRs

CMS expects that all Sponsors will apply their training requirements and "effective lines of communication" to their FDRs. Having “effective lines of communication” means employees of the Sponsor and the Sponsor's FDRs have several avenues to report compliance concerns.

Acronym	Title Text
FDR	First-Tier, Downstream, or Related Entity

Ethics – Do the Right Thing!

As part of the Medicare Program, you must conduct yourself in an ethical and legal manner. It's about doing the right thing!

- Act fairly and honestly;
- Adhere to high ethical standards in all you do;
- Comply with all applicable laws, regulations, and CMS requirements; and
- Report suspected violations.

How Do You Know What is Expected of You?

Now that you've read the general ethical guidelines on the previous page, how do you know what is expected of you in a specific situation?

Standards of Conduct (or Code of Conduct) state the organization's compliance expectations and their operational principles and values. Organizational Standards of Conduct vary. The organization should tailor the Standards of Conduct content to their individual organization's culture and business operations. Ask management where to locate your organization's Standards of Conduct.

Reporting Standards of Conduct violations and suspected non-compliance is **everyone's** responsibility.

An organization's Standards of Conduct and Policies and Procedures should identify this obligation and tell you how to report suspected non-compliance.

What is Non-Compliance?

Non-compliance is conduct that does not conform to the law, Federal health care program requirements, or an organization's ethical and business policies. CMS identified the following Medicare Parts C and D high risk areas:

- Agent/broker misrepresentation;
- Appeals and grievance review (for example, coverage and organization determinations);
- Beneficiary notices;
- Conflicts of interest;
- Claims processing;
- Credentialing and provider networks;
- Documentation and Timeliness requirements;
- Ethics;
- FDR oversight and monitoring;
- Health Insurance Portability and Accountability Act (HIPAA);
- Marketing and enrollment;
- Pharmacy, formulary, and benefit administration; and
- Quality of care.

What is Non-Compliance?

For more information, refer to the Compliance Program Guidelines in the [Medicare Prescription Drug Benefit Manual](#) and [Medicare Managed Care Manual](#).

Know the Consequences of Non-Compliance

Failure to follow Medicare Program requirements and CMS guidance can lead to serious consequences, including:

- Contract termination;
- Criminal penalties;
- Exclusion from participation in all Federal health care programs; or
- Civil monetary penalties.

Additionally, your organization must have disciplinary standards for non-compliant behavior.

Those who engage in non-compliant behavior may be subject to any of the following:

- Mandatory training or re-training;
- Disciplinary action; or
- Termination.

HYPERLINK URL	LINKED TEXT/IMAGE
https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/Downloads/Chapter9.pdf	Medicare Prescription Drug Benefit Manual
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c21.pdf	Medicare Managed Care Manual

Non-Compliance Affects Everybody

Without programs to prevent, detect, and correct non-compliance, we all risk:

Harm to beneficiaries, such as:

- Delayed services
- Denial of benefits
- Difficulty in using providers of choice
- Other hurdles to care

Less money for everyone, due to:

- High insurance copayments
- Higher premiums
- Lower benefits for individuals and employers
- Lower Star ratings
- Lower profits

How to Report Potential Non-Compliance

Employees of a Sponsor

- Call the Medicare Compliance Officer;
- Make a report through your organization's website; or
- Call the Compliance Hotline.

First-Tier, Downstream, or Related Entity (FDR) Employees

- Talk to a Manager or Supervisor;
- Call your Ethics/Compliance Help Line; or
- Report to the Sponsor.

Beneficiaries

- Call the Sponsor's Compliance Hotline or Customer Service;
- Make a report through the Sponsor's website; or
- Call 1-800-Medicare.

Don't Hesitate to Report Non-Compliance

When you report suspected non-compliance in good faith, the Sponsor can't retaliate against you.

Each Sponsor must offer reporting methods that are:

- Anonymous;
- Confidential; and
- Non-retaliatory.

What Happens After Non-Compliance Is Detected?

Non-compliance must be investigated immediately and corrected promptly.

Internal monitoring should ensure:

- No recurrence of the same non-compliance
- Ongoing CMS requirements compliance
- Efficient and effective internal controls
- Protected enrollees

What are Internal Monitoring and Audits?

- Internal monitoring activities include regular reviews confirming ongoing compliance and taking effective corrective actions.
- Internal auditing is a formal review of compliance with a particular set of standards (for example, policies and procedures, laws, and regulations) used as base measures.



Lesson Summary

Organizations must create and maintain compliance programs that, at a minimum, meet the seven core requirements. An effective compliance program fosters a culture of compliance.

To help ensure compliance, behave ethically and follow your organization's Standards of Conduct. Watch for common instances of non-compliance, and report suspected non-compliance.

Know the consequences of non-compliance, and help correct any non-compliance with a corrective action plan that includes ongoing monitoring and auditing.

Compliance Is Everyone's Responsibility!

Prevent: Operate within your organization's ethical expectations to prevent non-compliance!

Detect & Report: If you detect potential non-compliance, report it!

Correct: Correct non-compliance to protect beneficiaries and save money!

Appendix A: Resources

Disclaimers

This Web-Based Training (WBT) course was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.

This WBT course was prepared as a service to the public and is not intended to grant rights or impose obligations. This course may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

Appendix A: Resources

The Medicare Learning Network® (MLN)

The Medicare Learning Network®, MLN Connects®, and MLN Matters® are registered trademarks of the U.S. Department of Health and Human Services (HHS).

Glossary

For the Centers for Medicare & Medicaid Services (CMS) Glossary, visit <https://www.cms.gov/apps/glossary> on the CMS website.

ACRONYM	TITLE TEXT
CMS	Centers for Medicare & Medicaid Services
MLN	Medicare Learning Network®

Appendix B: Job Aids

Job Aid A: Seven Core Compliance Program Requirements

CMS requires that an effective compliance program must include seven core requirements:

1. Written Policies, Procedures, and Standards of Conduct

These articulate the Sponsor's commitment to comply with all applicable Federal and State standards and describe compliance expectations according to the Standards of Conduct.

2. Compliance Officer, Compliance Committee, and High-Level Oversight

The Sponsor must designate a compliance officer and a compliance committee that will be accountable and responsible for the activities and status of the compliance program, including issues identified, investigated, and resolved by the compliance program.

The Sponsor's senior management and governing body must be engaged and exercise reasonable oversight of the Sponsor's compliance program.

3. Effective Training and Education

This covers the elements of the compliance plan as well as prevention, detection, and reporting of FWA. This training and education should be tailored to the different responsibilities and job functions of employees.

4. Effective Lines of Communication

Effective lines of communication must be accessible to all, ensure confidentiality, and provide methods for anonymous and good-faith reporting of compliance issues at Sponsor and First-Tier, Downstream, or Related Entity (FDR) levels.

Appendix B: Job Aids

Job Aid A: Seven Core Compliance Program Requirements (continued)

5. Well-Publicized Disciplinary Standards

Sponsor must enforce standards through well-publicized disciplinary guidelines.

6. Effective System for Routine Monitoring, Auditing, and Identifying Compliance Risks

Conduct routine monitoring and auditing of Sponsor's and FDR's operations to evaluate compliance with CMS requirements as well as the overall effectiveness of the compliance program.

NOTE: Sponsors must ensure that FDRs performing delegated administrative or health care service functions concerning the Sponsor's Medicare Parts C and D program comply with Medicare Program requirements.

7. Procedures and System for Prompt Response to Compliance Issues

The Sponsor must use effective measures to respond promptly to non-compliance and undertake appropriate corrective action.

Acronym	Title Text
FDR	First-Tier, Downstream, or Related Entity

Appendix B: Resources

Job Aid B: Resources

Resource	Website
Compliance Education Materials: Compliance 101	https://oig.hhs.gov/compliance/101
Health Care Fraud Prevention and Enforcement Action Team Provider Compliance Training	https://oig.hhs.gov/compliance/provider-compliance-training
OIG's Provider Self-Disclosure Protocol	https://oig.hhs.gov/compliance/self-disclosure-info/files/Provider-Self-Disclosure-Protocol.pdf
Part C and Part D Compliance and Audits - Overview	https://www.cms.gov/medicare/compliance-and-audits/part-c-and-part-d-compliance-and-audits
Physician Self-Referral	https://www.cms.gov/Medicare/Fraud-and-Abuse/PhysicianSelfReferral
Avoiding Medicare Fraud & Abuse: A Roadmap for Physicians	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1254524.html
Safe Harbor Regulations	https://oig.hhs.gov/compliance/safe-harbor-regulations

Compliance – HPN Code of Conduct and CMS General Compliance

Quiz

Question 1 of 10

Why is a Corporate Compliance Program important?

1. Helps ensure strict compliance with all required laws and regulations
2. All of the answers
3. Helps prevent and detect fraudulent behavior
4. Helps staff provide the highest quality of care to members

NEXT QUESTION >

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Quiz

Question 2 of 10

Which of the following is the incorrect statement? Following my employer's Code of Conduct...

1. Requires a certain level of consciousness and some attention to detail
2. Needs interpretation
3. Will make me a better leader
4. Is a waste of time



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Compliance – HPN Code of Conduct and CMS General Compliance

Quiz

Question 3 of 10

In order to function at our company, you may be required to give up your personal sense of right and wrong:

1. False

2. True



NEXT QUESTION >

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Compliance – HPN Code of Conduct and CMS General Compliance

Quiz

Question 4 of 10

A company Code of Conduct acts as one of the guidelines as to how the company operates day-to-day and conducts business:

1. False

2. True



NEXT QUESTION >

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Quiz

Question 5 of 10

Code of conduct supersedes which of the following

- 1. State Law and Regulation
- 2. Department's policy and procedure
- 3. None of the answers
- 4. Federal Laws and Regulation



NEXT QUESTION >

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Quiz

Question 6 of 10

Which of the following is not a form of ethical behavior?

1. Loyalty

2. Deception

3. Fairness

4. Competition



NEXT QUESTION >

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Quiz

Question 7 of 10

Which of these steps should not be taken when assisting in a code of conduct violation investigation?

1. Treat every person involved with dignity and respect.
2. Document and report your findings.
3. Limit your interview to as few people as possible.
4. Follow the company policy to fairly discipline the involved parties.



NEXT QUESTION >

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Quiz

Question 8 of 10

Which of the following violations could result in immediate termination?

1. All of the answers

2. Violence in the workplace

3. Stealing/Embezzlement

4. Egregious acts of misconduct



NEXT QUESTION >

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Quiz

Question 9 of 10

What types of gifts or favors are acceptable under the Code of Conduct?

1. Receiving a coffee mug with your facility's logo on it
2. A \$100 gift card from a vendor to influence you to form an agreement that involves buying certain products
3. A tip from a family to ensure their loved one receives "special care"
4. Free tickets to Hawaii from a company in exchange for buying products from them



NEXT QUESTION >

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Compliance - HPN Code of Conduct and CMS General Compliance

Quiz

Question 10 of 10

In case you become aware that the person has been bribed to make a choice, what would you do?

1. Make him give you half the money

2. Blackmail him

3. Contact the relevant authority

4. Do nothing



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