



COMPLIANCE NEWSLETTER

Heritage Provider Network

Volume 7, Issue 2

Take the Compliance Newsletter Survey!
www.surveymonkey.com/r/Q2Compliance2020

HIPAA and Working from Home

When we are working from home, we must remember that HIPAA rules still apply; and we must continue to safeguard protected health information, just as if we were working at the office.

Encrypt all PHI before transmitting

Lock your laptop/computer when left unattended

Use of personal email to transmit PHI is prohibited

Never transmit PHI over open networks or download PHI to public computers

Company issued devices are for work purposes only and should not be used by or accessible to family or friends

Report any lost or stolen devices containing work related information immediately

Store work devices and confidential information in secure locations

Privacy policies can be accessed on your group's website under Compliance or at:

<https://www.hpnaco.com/Compliance/>

REPORT!

FRAUD, WASTE, ABUSE & NON-COMPLIANCE

- ♦ Reports are kept confidential to the extent possible and may be made anonymously.
- ♦ Report without fear of reprisal or any other penalty, including retaliation or intimidation.
- ♦ Reports may be made 24/7, to your Compliance Officer through the Compliance Confidential Hotline, by email, or by mail.

Refer to HPN's *Whistleblower Protection* policy for additional information.

Fraud is Wrong

What is fraud? Fraud is a crime—it is committed when someone intentionally deceives, misrepresents, or submits false or misleading information to receive something of value or benefit for him/herself or another.

What does fraud look like?

- ▶ Falsifying documentation or inappropriately altering records.
- ▶ Billing for services not rendered or supplies not provided.
- ▶ Writing prescriptions for drugs not medically necessary, or for individuals who are not patients of the provider.
- ▶ Selecting or denying beneficiaries based on their illness profile or other discriminating factors.
- ▶ Limiting access to needed services—for example, by not referring a patient to an appropriate provider.

Preventing fraud. HPN is committed to the prevention and detection of fraud and maintains an anti-fraud program to deter, detect, and investigate fraud.

Remember, if you suspect or are aware of FWA occurring, you must report it immediately. You can make reports anonymously and without fear of retaliation.

To learn more about HPN's anti-fraud program, review the Compliance Plan pages 31-36. The Compliance Plan and Compliance Policies and Procedures can be found at <https://www.hpnaco.com/Compliance/>

Corporate Compliance Officer: Ralph Oyaga | royaga@heritagedmed.com

Hotline: 855-625-7894 | 39115 Trade Center Drive, Palmdale CA 93551

Heritage Provider Network's Group Compliance Officers

ADOC/LMG/RMG	Jeff Baron	jbaron@regalmed.com
AZPC	Kelly Karaniuk	kelly.karaniuk@azprioritycare.com
BFMC/CCPN	Debbie Zamora	dzamora@bfmc.com
DOHC	Ryan Galli	ryan.galli@mydohc.com
HCP	Monique Phillips	mphillips@hcpipa.com
HDMG	Kathy Litel	kslitel@hdmg.net
HSMG	Sherry Connelly	sconnelly@sierramedicalgroup.com
HVVMG	Yvonne Lopez	ylopez@hvvmg.com