



## NAMAS Weekly Auditing & Compliance Tips

February 19, 2016

### Is Your Patient PHI Fully Protected?

As you probably know, HIPAA stands for the Health Insurance Portability and Accountability Act. This means that as healthcare professionals, we must hold ourselves accountable when handling patient information. This goes beyond having conversations with unauthorized people about what we see or hear in the office. Unlike OSHA, patients, employees, visitors, employers, etc. can be fined if they break HIPAA laws. A series breach could cost someone up to \$1.5 million for one violation. Because of this, steps must be taken to ensure that patient information stays safe while its in our possession. Patient information can arrive to us in various forms, including electronic, written and even verbal. Are you and your office taking the necessary precautions for your protected health information (PHI)?

#### To Ensure Your Compliance:

- Be sure that your office HIPAA policy and procedure manual is up to date and that

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**NAMAS Product Spotlight**

all forms are in compliance.

- Compile an inventory of data hardware and software that is accessible in your office. A list of all equipment that has the ability to store information should be kept and updated as needed. Also, keep software stored safely away from anyone who could possibly tamper with it. This way, in the event anything was stolen or destroyed, you will have a record of it.
- Perform and document updates on hardware and software. Each time updates are completed on a computer, there should be a written acknowledgement. Servers that are on your property should be locked up at all times to minimize access by unauthorized persons.
- If you use an electronic medical record program, collect access logs, including unsuccessful login attempts. Be sure that your program has a way to identify who has been accessing electronic charts and if the access was for work purposes only. Some attempts may be made by an outside source to gain access to the office's records, which is why unsuccessful logins should be recorded.
- If office employees have access to use the internet, restrictions should be made to limit access to websites used for work purposes only.
- Prepare a contingency plan. Test it and revise it as needed. Your plan should be kept on hand in the event of an audit.
- Have a safe place to store data so that it is retrievable in the event of a disaster.



## **1- Day E/M Auditing Boot Camp**

Our 1-day E/M Auditing Boot Camp will turn you into an E/M auditing pro!

Earn 8 AAPC CEU's and cover topics such as medical decision making, grey areas of auditing policies, medical necessity and more!

### **Upcoming Classes:**

Atlanta, GA: March 11

Dover, NH: April 6

Austin, TX: April 19

Little Rock, AR: April 20

Ft. Lauderdale, FL: May 17

**Current NAMAS members save  
\$100 on Boot Camp  
registration!**

**Click the image above  
for details**

## **Salary Survey: Your Feedback is Requested**

Some servers are maintained offsite by a hosting company.

- Keep PHI discussions among employees to a minimum. Employees should be aware of their surroundings and keep their voices low and conversations to the point. Music or television can be used to help prevent eavesdropping.

Whether your office is old or new, concessions can be made to ensure that the office is HIPAA friendly:

1. Always escort patients and visitors from the waiting room and through the clinical area.
2. Keep doors closed at all times between the lobby and the clinical area, as well as when patients are in exam rooms.
3. If nurse's stations are close to patient areas, make phone calls about appointments and test results elsewhere if you are able to be overheard.
4. Music or television in quiet areas can prevent eavesdropping where PHI might be overheard.
5. Install privacy screens on computers that are visible by patients. Be sure to logout or lock your computer if leaving the room.
6. Closed windows are best at check in and check out areas to ensure privacy. If either area is crowded with patients, inform additional patients to have a seat and they will be seen shortly.



Each year, NAMAS collects data from auditors about their employment as auditors.

Please take a few moments to complete our survey. Entering your email address at the end of the survey will enter you into a drawing for a chance to win one

of several prizes:

\$100 Visa Gift Card

\$25 Starbucks Gift Card

and our

**GRAND PRIZE is a scholarship to attend our 8th Annual NAMAS Auditing & Compliance Conference in Orlando, Florida**

Click the image above to complete the survey. This survey will close on March 15, 2016 and winners will be selected and contacted by a NAMAS representative. Survey results will be published by the end of March 2016.

**Weekly Tip Sponsor**

Erring on the side of caution is always best when it comes to patient information. A medical office can be a very busy place, but we cannot allow ourselves to be careless. If someone were you complain, it is likely that it will not be the patient that you are speaking with, but the person who accidentally heard the conversation or received your email or fax by accident.

**This Week's Tip  
Provided By:**

**Kelly Ogle, BSDH,  
MIOP, CHOP, CMPM**

Kelly is an OSHA/HIPAA Specialist for our parent organization, DoctorsManagement, LLC



**A Note From Our Parent  
Organization:**

**DoctorsManagement, LLC**

**Simply HIPAA - Your Total HIPAA Omnibus  
Solution**

This series of training DVDs as well as the customizable HIPAA Omnibus Manual are the total **HIPAA Omnibus Solution** for your medical or dental practice. The training DVDs guide viewers through HIPAA compliance preparation and implementation using easy-to-follow videos. The Introductory HIPAA



**NAMAS Calendar of  
Events**



Click the image above to view our monthly calendar

**NAMAS 8th Annual Auditing &  
Compliance Conference**



**Pre-Conference:** December 6 2016

**Conference:** December 7-9 2016

**Location:** Orlando, FL

**February Special Offer-  
Ends 2/29/16**

Register for pre-conference & conference and receive a 1 year NAMAS Silver membership FREE!\*

Secure your spot with only a \$50 deposit! **Click the conference image above to register**

Omnibus Training DVD provides complete training for your practice employees, while the Advanced HIPAA Omnibus Training for Employees DVD addresses situations that arise in the workplace. The HIPAA Omnibus for Privacy and Security Officers DVD delivers information critical for fulfilling those roles. Click the DoctorsManagement logo below to learn more about this product

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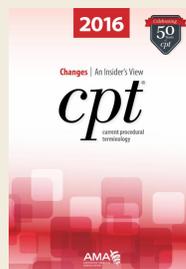
### A Note From Our Tip Sponsor

The American Medical Association's (AMA) mission is to deliver authoritative, high-quality resources, training tools, and innovative solutions that provide unique value and significantly improve the everyday business mechanisms of healthcare delivery.

View some of our available resources. Click each image for more information and to purchase.

#### 2016 CPT Changes Manual

Completely redesigned and features improved rationales to communicate the reasons for, and the implications of the changes and much more. Includes a FREE CPT Changes Webinar



### Upcoming Webinars

NAMAS is proud to present the following webinars in February and March



#### It Could be YOUR Identity That Gets Stolen

Tuesday, February 23  
2pm EST

#### E/M Auditing: Addressing Concerns and Working Case

Studies Tuesday, March 8  
2pm EST

#### Preparing For and Responding to Audits and

Investigations Tuesday, March 22  
2pm EST

NAMAS Members: Watch your Email for Registration Links

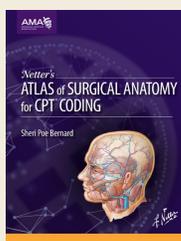
Non-Members: Email [namas@namas.co](mailto:namas@namas.co) to learn how to attend these webinars

Complimentary  
Tip of the Week

Our weekly auditing & compliance tip emails are available to anyone who could benefit from this information. IF you know someone who would like

## Atlas of Surgical Codes for CPT Coding

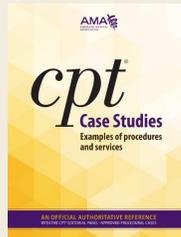
Unites annotated CPT surgical codes and descriptions with clinically significant Frank Netter, MD renderings to simplify the navigation through complex operative reports for CPT code abstraction



to receive these emails, invite them to sign.  
Click the image above to be added to our email list!

## CPT Case Studies

The only reference guide with practical case studies approved by the CPT Editorial Panel that provides real-life official description of service for more than 1,000 most reported CPT codes.



## Stay Infomed

Stay up to date with important news and announcements from NAMAS. Follow our social media pages to ensure you don't miss a beat!



## Coding With Modifiers

The ultimate resource for modifier guidelines. This revised edition provides guidance on how and when to use modifiers in order to avoid costly payment delays and denials.

