

Corporate Core Compliance Education

2017 Annual Refresher

Office of Audit and Compliance Services
(ACS)



**Mount
Sinai**

Introduction

This education session will increase and enhance your knowledge about key regulations and how the Corporate Compliance program ensures regulatory guidelines are applied across the Mount Sinai Health System.

- ▶ Code of Conduct
- ▶ Fraud Waste and Abuse
- ▶ Corporate Compliance Hotline
- ▶ Conflicts of Interest and Vendor Relations
- ▶ Accountable Care Org and Performing Provider System

A message from our Chief Compliance Officer....

*Click The Speaker Icon
Below For A Brief Message*



**Frank Cino, MPH, CPA
Senior Vice President,
Chief Compliance Officer,
Mount Sinai Health System**

Why Do We Have a Compliance Program?

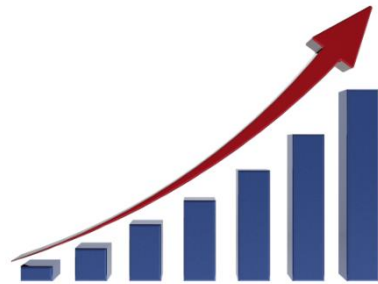
Compliance Programs are mandated by both Federal and New York State Law (Office of the Inspector General: OIG; and New York State Office of the Medicaid Inspector General: OMIG)

- ▶ Assures proper regulatory oversight
- ▶ Mitigates risk by proactively developing internal controls to detect fraud, waste and abuse
- ▶ Promotes open and clear lines of communication for employees to report compliance & ethical concerns without fear of retaliation, supporting a culture of compliance
- ▶ Provides education & training for all levels of staff including trustees and management

It is important to be continuously aware of regulations that apply to our industry and regulatory enforcement current trends.

Why Do We Have a Compliance Program?

Healthcare spending in 2015 totaled over \$3.2 trillion dollars and is anticipated to increase approximately 5.5% every year over the next 10 years.



Out of pocket spend is projected to have grown 2.6% in 2015 and prescription drug spending 8.1% over the same period.



With increased costs projected over the next 10 years, government agencies are mandating *robust compliance programs*, and enhancing their *fraud prevention efforts*.

The Office of Audit and Compliance Services (ACS) is responsible for mitigating risk across all business areas of the Mount Sinai Health System.



Code of Conduct

The Mount Sinai Health System Code of Conduct

“One Way...the Right Way”

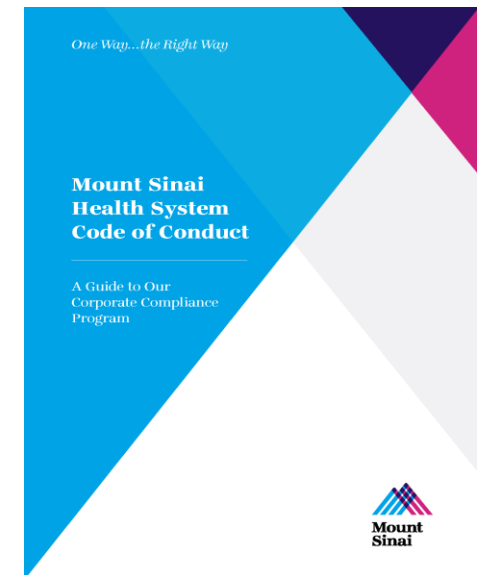
The Code of Conduct Details the Expectations of all Staff and Sets Forth the Minimum Standards of Legal and Ethical Conduct

Principles Relating to:

- ▶ Patients/Family
- ▶ 3rd Party Payors
- ▶ Government Regulators
- ▶ Vendors/Contractors
- ▶ Public
- ▶ Each Other

The Code of Conduct reflects the continuing commitment of our member institutions and staff to behave in an ethical and legal manner.

Engagement
Ethics
Integrity
Risk Management



The Mount Sinai Health System Code of Conduct

The Code of Conduct is supplemented by more detailed institutional policies such as the Human Resources Rules of Conduct policy #13.2.

The Code can be found at the following Intranet location:

http://intranet1.mountsinai.org/compliance/corporate_compliance/MS_Conduct.pdf

- Please familiarize yourself with the contents of this Code and continue to uphold these legal and ethical principles.
- Failure to meet these standards may result in disciplinary action up to and including termination.
- If you are in doubt about how the Code's principles, standards or policies apply, you may speak with your Supervisor, Human Resources or the Compliance department for guidance.

Compliance with the Code of Conduct is a Requirement of Continued Employment

Fraud, Waste, and Abuse

Fraud, Waste and Abuse Laws

All Hospitals are required to comply with three (3) significant Federal laws:

False Claims Act
Anti-Kickback Statute
Self-Referral Laws

Maintaining full adherence to Fraud, Waste and Abuse laws is vital to our organization.

The False Claims Act applies to all individuals and organizations. However, the majority of FCA cases involve healthcare fraud.



Fraud, Waste and Abuse Laws Definitions

Outside entities are potential sources of referrals to the Mount Sinai Health System. A number of federal and state laws address such relationships and are designed to protect against fraud and abuse within the healthcare industry.

- **Anti-Kickback Statute** – Prohibits offering, paying or soliciting or receiving anything of value to induce “referrals”.
- **Physician Self-Referral Statute (Stark)** - A physician cannot refer patients for designated health services (DHS) to entities in which the physician has a financial stake, either directly or through an immediate family member. The Stark Law permits physician referrals when you have a financial relationship with an entity that falls within an allowable exception.
- **False Claims Act (FCA)** – Prohibits submission of false or fraudulent claims to the Government.

The Deficit Reduction Act of 2005 (“DRA”) & The False Claims Act (“FCA”)

The Federal Deficit Reduction Act (“DRA”) of 2005, Section 6032, requires entities that make or receive annual Medicaid payments of \$5 million or more to provide, in writing, policies applicable to all employees, contractors and agents, detailed information about:

- ▶ The Federal False Claims Act (“FCA”) and any state laws that pertain to civil or criminal penalties for making false claims and statements, as well as the “whistleblower” protection under such laws.
- ▶ The rights of the employees to be protected as “whistleblowers” when they report suspected violations of such laws.
- ▶ The organization’s methods for detecting and preventing Fraud, Waste and Abuse (“FWA”)



Did you know?

The MSHS as a NYS Medicaid provider must provide an annual certification to OMIG because we receive greater than \$5 million in Medicaid payments

Healthcare Fraud

Each year, the federal government spends more than *\$845 billion* on Medicare and Medicaid, of which nearly *\$40 billion* are related to improper payments.

A Government Accountability Office (GAO) report found fraudulent billing makes up nearly *68%* of all resolved healthcare fraud cases, and fraudulent billing accounts for nearly *42%* of convictions and judgments.

Fraudulent billing is deemed the most prevalent form of healthcare fraud

The GAO found other common schemes comprised healthcare fraud including:

- **Falsifying records (25%)**
- **Kickbacks (21%) and,**
- **Fraudulently obtaining controlled substances or misbranding prescription drugs (21%).**

<http://www.beckersasc.com/asc-coding-billing-and-collections/6-major-healthcare-fraud-cases-costing-millions-in-2016-9-key-statistics.html>

Healthcare Fraud

Common examples of provider fraud that are relevant in our day-to day responsibilities:

- ▶ Billing for services that were not provided (e.g., a chest x-ray that was never taken)
- ▶ Duplicate billing which occurs when a provider bills Medicaid and also bills private insurance and/or the recipient for the same service
- ▶ Upcoding, (e.g., providing a simple office visit and billing for a higher level comprehensive visit)
- ▶ Having an unlicensed person perform services that only a licensed professional should render, and bills as if the licensed professional provided the service
- ▶ Acceptance of illegally referred Medicare and Medicaid patients
- ▶ Kickbacks to pharmacy providers

Detailed record keeping & reporting are a must!

Examples of Recent Settlements



Stark Law violations

Southern CA hospital willing to pay over **\$3 million** to resolve “Documentation Violations”, and **92 arrangements** with other physicians who failed to qualify for acceptable exceptions

STARK Law has **36** acceptable exceptions



RN Guilty of Fraud

10 years in prison for her role in a **\$25 million Medicare scam**.



Medical Billing Fraud Case

Jury awarded Aetna **\$37.4 million in damages** after four years of litigation and trial involving ambulatory surgery centers



Medicare and Medicaid Fraud Allegations.

Boston Medical Ctr. agreed to pay **\$1.1 million** related to medication irregularities

Prosecutors charged the hospital and two of its physician groups for **billing Medicare** for more units than it actually used

Compliance is everyone's responsibility

We all know the importance of remaining compliant.

How can you contribute?



Suspect Fraud? Please Call.

What are the Penalties?

Those who defraud the government can end up paying triple (or more than) the damage done to the government or a fine (currently between \$10,781 and \$21,562) for every false claim, in addition to the claimant's costs and attorney's fees. These monetary fines are in addition to potential incarceration, revocation of licensures and/or becoming an "excluded" individual.

- ▶ You do not have to intend to defraud the Government to violate the False Claims Act
- ▶ You can be punished if you act with **deliberate ignorance or reckless disregard** of the truth



If you are aware of or suspect fraudulent practices within the institution, you should report it to the Office of Audit and Compliance Services or to the **Confidential Corporate Compliance Hotline (800) 853-9212.**



The Corporate Compliance Hotline

Why a Compliance Hotline and How Does it Work?

One of Mount Sinai's most important assets is its reputation for lawful and ethical behavior. We are all responsible for complying with a wide range of legal requirements.

The Hotline was specially created to answer your questions if you are unsure about compliance with legal requirements or institutional policies. It can also serve as a resource to report possible violations.

The Hotline is staffed by third party professionals who are trained to assist callers to report concerns and violations. The Hotline is available 24 hours a day, 7 days a week, including holidays. Callers can remain anonymous. All calls are treated as confidential.

You are encouraged to report your concerns or violations through your Department leadership's reporting structure, however the Hotline offers another reporting alternative.

Why a Compliance Hotline and How Does it Work?... *(continued)*

Each call is reviewed and addressed by an appropriate member of the Compliance Department. The Compliance staff member can address concerns, provide guidance, answer questions, and investigate possible violations of the laws or to organizational policy.

If you are unsure of whether the conduct you are concerned about is improper, the Hotline can provide information and help clarify the issue.

Discipline for Violations

We will take disciplinary action, including termination when appropriate, against any employee who violates any legal requirements or institutional policies, including anyone who fails to report violations or retaliates against any individual for reporting in good faith a possible violation. All inquiries are monitored by the Audit and Compliance Office to ensure proper follow-up and resolution.

Reporting Violations



Employees are expected to come forward

Reports should be made either in person, by telephone or in writing to any of the following:

- ▶ Your Supervisor
- ▶ The Human Resources / Labor Relations Department 212-241-8381
- ▶ The Mount Sinai Health System Compliance Office 212-241-3211
- ▶ The Compliance Hotline 1-800-853-9212
- ▶ The HIPAA Office 646-605-7130
- ▶ Resident/Fellow Duty Hours Helpline 866-MD-Hours/866-634-6877

There shall be no reprisals for good faith reporting of actual or possible violations of the Code.

Non-Retaliation and Non-Intimidation Policy

The Mount Sinai Health System follows Federal and New York State laws that protect employees from retaliation and intimidation when they report suspected or known violations or misconduct in good faith.

What are some examples of Protected Activities?

- Filing a discrimination/harassment claim
- Cooperating with a workplace investigation
- Reporting concerns about unsafe or illegal activities

Non-Retaliation and Non-Intimidation Policy



What is Retaliation and Intimidation?

- Any behavior, gesture or written, verbal or physical act that is reasonably perceived as being motivated by the reporting of suspected or known violations or misconduct

All complaints are fully investigated by the Compliance department.

Each Department Administrator has primary responsibility for administering, implementing and educating Department employees regarding this policy.

http://policies.mountsinai.org/web/corporate-compliance/policies/-/policy-management/viewPolicy/207337?p_p_lifecycle=0&p_p_state=maximized&p_p_mode=view

**If it Concerns You,
it Concerns Us!**

**Confidential Compliance Hotline:
1.800.853.9212**



**Champ the Dog, Official Compliance
Spokesperson**

Partner with us and Champ for Compliance success!



Conflicts of Interest and Vendor Relations

Conflicts of Interest Program at the Mount Sinai Health System

By leadership design, the Conflicts of Interest program at Mount Sinai is comprehensive and includes:



Faculty Conflicts of Interest Office



Staff Conflicts of Interest Office



Financial Conflicts of Interest in Research

Definition of a Conflict of Interest

A conflict of interest occurs:

- When an individual's private interest interferes in any way
 - Or appears to interfere with the interests of the organization as a whole
- ▶ In clinical care settings, a conflict of interest is defined as “a set of circumstances that creates a risk that professional judgment or actions regarding a primary interest will be unduly influenced by a secondary interest.”



Conflicts are inevitable



Conflicts do not imply guilt



Disclosures do not equal conflict



Conflicts are manageable



Education, guidance & awareness are essential

*Section 303A of the NYSE Corporate Governance Rules

**AAMC Report of the Task Force on Financial Conflicts of Interest in Clinical Care, June 2010

Conflicts of Interest Policies

Why do we have Conflicts of Interest (COI) Policies and a COI Program?

To ensure that decisions are made solely to promote the best interests of Mount Sinai and our patients *without favor or preference based on personal considerations*.

In order to avoid conflicts or the appearance of conflicts, MSHS has established guiding principles in the Business Conflicts of Interest (for faculty and staff) and the Trustee/Institutional Leader Conflicts of Interest policies.

What does the COI policy state?

- ▶ MSHS mandates that all trustees, faculty, certain staff members, institutional officials, and members of select committees complete an annual disclosure statement via **“The Annual Report of Relationships with Outside Entities”** in Sinai Central.
- ▶ There is an obligation to disclose any outside relationship, paid or unpaid, with an entity that does or seeks to do business with Mount Sinai, or competes with Mount Sinai.

The Business Conflicts of Interest Policy can be found on the Policy Management System at:

<http://policies.mountsinai.org/web/corporate-compliance/policies/-/policy-management/viewPolicy/277231>

Annual Report of Relationships with Outside Entities

What does the COI policy state, continued:

- ▶ All relationships/outside activities will be reviewed by a Conflicts Committee to determine appropriateness and/or create management plans, as necessary, in order to remove the conflict or appearance of a conflict.
- ▶ There is an obligation to continually update the annual disclosure statements as relationships change



Anyone who believes he or she has a conflict of interest, or the appearance of a conflict of interest, should discuss it with his or her supervisor, department manager or the Corporate Compliance Office for further evaluation

Staff Conflicts of Interest

Vivian Dillon – Sr. Director
vivian.dillon@mountsinai.org

**Questions: (646) 605-7115
(Corporate Compliance)**

Confidential Conflicts of Interest

Hotline: (212) 241-0845

**Financial Conflicts of Interest in
Research Helpline: (212) 241-0845**

Faculty Conflicts of Interest Contact Information:

Ken Brower – Director
kenneth.brower@mssm.edu

Interactions with Vendors and Other Commercial Entities Represent a Potential RISK Area

The Faculty and Staff Conflicts of Interest Offices review the following types of engagements, among others, to ensure Conflicts of Interest are avoided and industry standards for agreements are met.

- ▶ Industry-Funded Speaking Engagements
- ▶ Consulting Relationships
- ▶ Vendor Sponsorship for Educational Events
- ▶ Participation in videos, brochures, press releases, etc.



Review and approval is required by the respective COI Office.

All educational materials must be generic and free of endorsement from any product, service or company

Mount Sinai Health System: Vendor Relations Policy

Relations with vendors are common in our industry and can often be complex. Whether the objective is to disseminate important scientific information or to achieve optimal business outcomes, it is important to abide by our institutional expectations.

Vendor representatives who visit our facilities must adhere to the following:

- ▶ Mount Sinai policies and expectations
- ▶ A registration process via a third party vendor
- ▶ Pre-scheduled appointments
- ▶ No gifts or samples



Access to our campus may be revoked if it is determined that a vendor has deliberately ignored our policies and expectations.

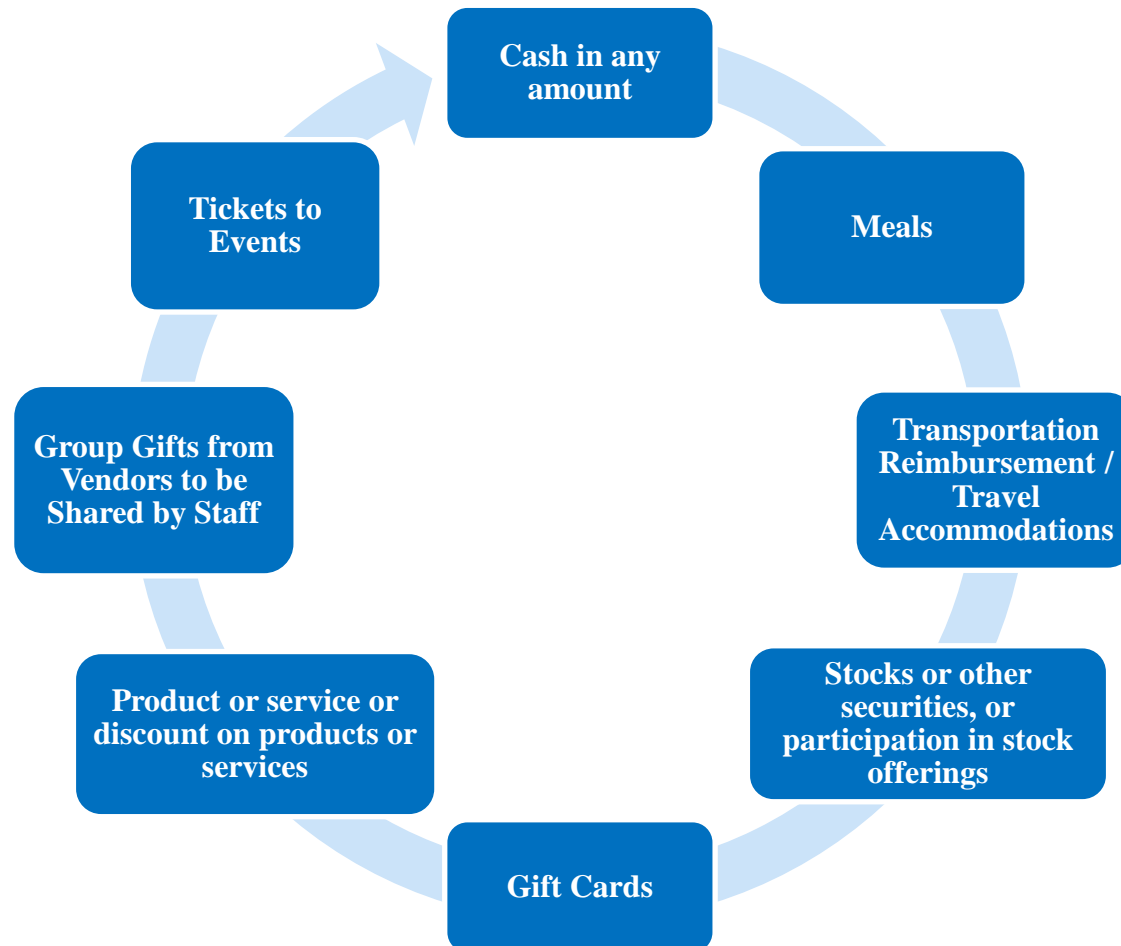
The Interactions With Vendors and Other Commercial Entities policy can be located under the Faculty Handbook at:

<http://www.icahn.mssm.edu/about-us/services-and-resources/faculty-resources/handbooks-and-policies/conflicts-of-interest/vendors/policy-overview>

Vendor Relations & Gift Policy

A gift is defined as anything of value that is given by a business or individual that does or seeks to do business with Mount Sinai to either the recipient or his/her close family members, and for which the recipient neither paid nor provided services.

Gifts from vendors are strictly prohibited regardless of value, including but not limited to:



Interactions with Vendors / External Entities that Represent a Potential RISK Area. Case Example Video



**Mount Sinai is an
Accountable
Care Organization
(ACO) and a Performing
Provider System (PPS)**



**Mount
Sinai**
Care

The Role of Audit and Compliance for Mount Sinai's ACO

Mount Sinai Health System Audit & Compliance Services helps ensure Mount Sinai's ACO program is following federal and state requirements and can offer education, training and support to our employees and network partners, as appropriate.

What is an Accountable Care Organization (ACO)?

An Accountable Care Organization (ACO) is a network of doctors and hospitals that shares responsibility for delivering high-quality, coordinated care to patients.

In July 2012, **Mount Sinai Care, LLC**, was selected to participate in the Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organization, a health care delivery model sponsored by the Centers for Medicare and Medicaid Services (CMS).

Through the Shared Savings Program, **Mount Sinai Care** works with CMS to provide Medicare fee-for-service beneficiaries with high quality service and care, while reducing the growth in Medicare expenditures through enhanced care coordination. Approximately **35,000** Medicare beneficiaries in the New York metropolitan area participate in Mount Sinai's ACO, which builds on a number of longstanding programs that have improved patient care and outcomes.

Accountable Care Organization...continued

- **Mount Sinai Care** is **not** a managed care organization, does **not** use closed networks of providers, and does **not** limit a Medicare beneficiary's so called "free choice" of Medicare providers.
- **Mount Sinai Care** follows **Mount Sinai Health System's Code of Conduct**, and abides by the standards set by the **Audit & Compliance Services Department**
- **Mount Sinai Care** encourages the report of suspected non-compliance or suspected fraud, waste or abuse by contacting the Compliance Hotline **1-800-853-9212** or by following the guidance provided in this **Core Compliance Program Education**.

Mount Sinai Care “Providers and Staff”



- ▶ ***Be careful not to imply, insinuate, or suggest that a patient is prohibited from going anywhere else; patients retain the right to receive services from any provider***
- ▶ ***Educate all ACO Patients (red flagged in EPIC)***

Insurance: MEDICARE PART A AND B	Code: Prior Alert	Readmit Risk: High
MyChart: Inactive	Health Maintenance	Program: ACO, --, --, --
FYI: None		

A blue arrow points from the text above to the "Readmit Risk: High" and "Program: ACO, --, --, --" text in the table, which is circled in red.

- ▶ ***Ensure Quality Measures are Met***
- ▶ ***Help Improve Patient Satisfaction***

Mount Sinai Care “Providers and Staff”



- Patient referrals may NOT be restricted within **Mount Sinai Care**.
- Patients may NOT be rewarded for staying in **Mount Sinai Care**.
- Marketing and patient communications are strictly regulated.
- **Mount Sinai Care** data access and use is strictly regulated. Sharing data outside the ACO is generally prohibited.
- **Mount Sinai Care** abides the **Mount Sinai Health System’s HIPAA Privacy and Security Program**.

For more information about **Mount Sinai Care**, please visit the following link

<http://www.mountsinai.org/patient-care/mount-sinai-care>

The New York Delivery System Incentive Payment Program: DSRIP



**Mount
Sinai**

The New York Delivery System Incentive Payment Program: DSRIP

What is DSRIP?

- ▶ An effort between the New York State Department of Health (NYSDOH) and the Federal government to improve the health and access to care of the Medicaid population
- ▶ New York State will reinvest 8 billion to redesign the Medicaid System
- ▶ There are approximately 20 PPS Leads in the New York City area (Bronx, Manhattan, Brooklyn, Queens, and Staten Island) participating in DSRIP

Goals:

Provide incentives to healthcare providers to build infrastructure and implement innovative programs to improve population health

- ▶ Performance based
- ▶ Must choose from a list of approved DSRIP projects
- ▶ Reduce avoidable hospital visits statewide **by 25%** over the next five years

The New York Delivery System Incentive Payment Program: DSRIP

DSRIP Core Principles:

- ▶ **Patient Centered** - Improving patient care and experience through a more efficient, patient-centered and coordinated system
- ▶ **Transparent** - Decision making process takes place in the public eye and that processes are clear and aligned across providers
- ▶ **Collaborative** - Collaborative process reflects the needs of the communities and inputs of the stakeholders
- ▶ **Accountable** - Providers are held to common performance standards, deliverables and timelines
- ▶ **Value Driven** – Focus on increasing value to patients, community, payers, and other stakeholders

Mount Sinai's PPS

What is a Performing Provider System “PPS”?

MSPPS is a separate legal entity of Mount Sinai Hospital and is responsible for developing an organization infrastructure sustainable to support the planning and implementation of 10 clinical projects each tied to the goal of reducing avoidable hospitalizations.

Projects include the creation of an integrated delivery system, development of care transition services after hospitalization, hospital home care collaboration, nursing homes and others.

In partnership with nearly 6,000 providers serving Manhattan, Brooklyn, Queens, MSPPS is working to integrate services across this robust health care system and create a delivery system that improves health, quality of care, patient safety, and patient satisfaction.

The DSRIP (Delivery System Reform Incentive Program) Confidential Compliance Hotline is managed by the Mount Sinai Audit and Compliance Services Department.

Concerns related to the DSRIP may be directed to our office or through our Confidential Compliance Hotline **1-844-MS-DSRIP (673-7747).**

More information on the Mount Sinai PPS can be found at <http://mountsinaipps.org/>

Audit & Compliance Services Department Key Contact List

Name	Title	Program Area	Phone Number
Frank Cino	SVP, Chief Compliance Officer	ALL	646-605-7101
Louis Schenkel	VP, Chief Privacy Officer	ALL	646-605-7102
Vivian Dillon	Sr. Director	Corporate Compliance	646-605-7110
Tracy Davis	Sr. Director	Billing Compliance	646-605-7170
Darrick Fuller	Sr. Director	Audit Services	646-605-7183
Sal Tranchina	Sr. Director	Environmental Health & Safety	646-605-7105
Bruce Sackman	Sr. Investigator	ALL	646-605-7103
Vivian Mitropoulou	Director	Research Compliance	646-605-7120

For more information about the Audit & Compliance Services Department please visit the following link:

<http://intranet1.mountsinai.org/compliance/home.asp>

Corporate Culture of Compliance at The Mount Sinai Health System

Our leadership team believes your **participation** will make a difference!

The Audit and Compliance Services staff
are here to help!

Are You Ready?

Compliance Starts with YOU!

