

# Report on Medicare Compliance Volume 31, Number 15. April 25, 2022

## Quiz: Evaluating the Perceptions of Employees on Compliance Fundamentals

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By Nina Youngstrom

Employees of Augusta Health in Virginia are invited to complete the following quiz and email it to the compliance department, said Teresa Garber, PHI coordinator. Employees who complete it are entered into a drawing for a prize. Although they are instructed to select one answer to each question, all the answers are correct. Garber tracks them “to see what people are thinking” and whether their perceptions change over time. The quiz is one of the ways the compliance team at Augusta Health heightens its presence (see story, p. 1).<sup>[1]</sup> Contact Garber at [tgarber@augustahealth.com](mailto:tgarber@augustahealth.com).

### Compliance Prize Quiz

CHOOSE THE BEST ANSWER!

SEND YOUR COMPLETED QUIZ TO [Compliance-AH@augustahealth.com](mailto:Compliance-AH@augustahealth.com) FOR A CHANCE TO WIN A RING DOORBELL, MOVIE NIGHT GIFT BASKET OR \$50 VISA GIFT CARD!

**Q: How do I find out what laws and policies I have to comply with?**

**A:**

1. I can discuss questions with my supervisor or manager.
2. I can review my department’s policies and procedures to learn more.
3. I can discuss laws and regulations with the Compliance Team at [Compliance-AH@augustahealth.com](mailto:Compliance-AH@augustahealth.com).
4. I can do an internet search for laws and regulations that affect my job.

**Q: How can I stay up to date on current regulations and compliance issues?**

**A:**

1. CMS and our Medicare administrative contractor (MAC) regularly issue updates on regulations, such as Local and National Coverage Determinations.
2. Policy Manager contains policies that reflect laws and regulations that affect us.
3. My supervisor or manager is a great resource for the latest information.
4. I can message the Compliance Team at [Compliance-AH@augustahealth.com](mailto:Compliance-AH@augustahealth.com) with my questions.

**Q: What is a conflict of interest?**

**A:**

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1. Influencing buying decisions or contracts in favor of a friend or family member's company.
2. I, or my family, may directly or indirectly gain as a result of my purchase of supplies or services for Augusta Health.
3. Sharing patient protected health information (PHI), or hospital records or information for personal gain.
4. Sharing or taking materials I created when paid by Augusta Health.

**Q: How can employees report concerns, issues or potential violations of company policies or the code of conduct?**

**A:**

1. Call the Compliance Hotline at 855-XXX-XXXX. I can report anonymously if I wish.
2. Message the Compliance Hotline by visiting [www.augustahealth.ethicspoint.com](http://www.augustahealth.ethicspoint.com). I can report anonymously if I wish.
3. Speak to, call or message anyone on the Compliance Team, or message Compliance-AH@augustahealth.com.
4. Speak with my manager or supervisor.

**Q: What is compliance?**

**A:**

1. Following rules, laws and regulations.
2. Acting in an ethical and responsible way to every issue.
3. Doing the right thing.
4. A program and process that guides us to follow the law and do what is right.

**Q: Where can I find a copy of our Standards of Conduct?**

**A:**

1. Go to PULSE. Click on the LEADERSHIP tab. Click on COMPLIANCE. Click on AUGUSTA HEALTH STANDARDS OF CONDUCT.
2. Contact the Compliance Team at Compliance-AH@augustahealth.com and ask for a copy of the Standards of Conduct.
3. Ask my supervisor or manager.
4. Contact Human Resources.

**Q: Who is responsible for compliance in my organization?**

**A:**

1. Everyone is responsible for compliance.

2. My supervisor or manager is responsible for compliance.
3. The Compliance Team is responsible for compliance.
4. The Compliance Officer is responsible for compliance.

**Q: What compliance education and training opportunities does my organization offer?**

**A:**

1. Our annual Health Stream education includes compliance refresher training every year.
2. At orientation, we received initial compliance training.
3. The Compliance Team will meet with departments and provide small team training.
4. I don't receive compliance education or training.

My Name:

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Department:

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By submitting this quiz, you will be entered into a prize drawing to have an equal chance to win a Ring doorbell, movie night gift basket or \$50 Visa gift card.

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