Welcome to your online staff/faculty orientation, for the Unified Clinics at Western Michigan University
**Hours of Operation:**
Monday through Thursday (8-7)
Friday (8-5)

Please keep areas clean at all times: Wipe down tables, chairs, and any other equipment.
Keep areas clear in the hallways: Do not place chairs/equipment in the hallway

**Parking:** Staff must park only in staff parking lots, or on the street as designated. Cars may be ticketed or towed if they are in violation of this policy.

A staff lounge is available on the 3rd floor for your use.
ID Badges are required for all staff, for any time they are present at the Unified Clinics. Badges should be worn around the neck, or attached to the collar or lapel of your shirt.

You will not receive a badge until you have completed all of your required trainings. It is your responsibility to ensure that you have completed all requirements for orientation and HR (through Patty Mikowski, patricia.mikowski@wmich.edu)

ID Badges are issued from the staff orientation coordinator in Medical Records.
Patient information sheets (blue sheets) are available at the front desk. Patients must fill out a new patient information sheet every January 1\textsuperscript{st} (annually). BHS paperwork differs and will be explained during BHS orientation.

- Any questions regarding billing, or fees, should be directed to the cashier.

- Any questions regarding scheduling should be directed to Amanda, Linda (BHS), or Dawnn.
Liability Coverage

- Students, volunteers, faculty, and staff providing services at the Unified Clinics are covered for “errors and omissions” by the University’s professional liability insurance when acting within the scope of their duties.

- The coverage is provided by the Michigan Universities Self-Insurance Corporation.

- Student interns and student employees proving services at the Unified Clinics are NOT covered under worker’s compensation, unemployment, or any other insurance policy.

- We recommend that student interns and employees make sure they have their own health insurance coverage, in the event that you become injured while participating in services at the Unified Clinics.
“No, it’s not a female Hippopotamus, anyone else know?”
Don’t be a HIPAAcrite!

- Protected Health Information (PHI), includes all of the following:
  - Names
  - Addresses
  - All dates (Date of Birth, Date of service, etc.)
  - Telephone and fax numbers
  - Email addresses
  - Social Security Numbers
  - Medical Record Numbers
  - License Numbers
  - Vehicle Identification Numbers
  - Biometric identifiers (finger prints)
  - Full face photos
  - And any other unique identifying information
Many different people come to the Unified Clinics for various services.

You are to use discretion and be respectful at all times.

You should under no circumstances discuss patient information in public or on public forums, including Facebook, Twitter, or any other social media platform.
HIPAA’s Privacy Rule is used to protect patient’s confidential information.

HIPAA standards are used all over the country in any business that uses electronic billing to collect reimbursement for patient care.

PHI refers to health status, provision of health care, or payment for health care than can be linked to an individual.
Incidental (accidental) disclosures happen, but it is your responsibility to be aware of the ways in which you can help prevent disclosures from happening.

Intent is very important in disclosures, and they will be treated case by case.

To avoid disclosures use reasonable safeguards to secure and protect PHI.

For example:
- Speak in soft tones
- Do not discuss PHI in public areas
- Use computer passwords
- Lock cabinets that store PHI
Penalties for HIPAA violations are becoming more severe nationwide.

Violations will be reported to the HIPAA Privacy Officer

Violations will be handled case by case

If you believe you or someone else have accidentally violated the privacy rule, report immediately.

The intentional misuse of information may be reported to the University Privacy Officer for further review.
Using patient charts is simple:

- Check out the chart from a medical records staff member
- Staff hours are posted on the office door.
- You can return your medical record to the medical records mailbox in the copy room.
- Use the chart in designated areas only.
Sharing information

- Do not leave flash drives, charts, patient reports or any other confidential information unattended.
- Do not save reports or patient information on a public or private computer.
- Do not share any information with someone who is not authorized to hear it, including fellow students/staff, friends or family.
- Reports should be saved to the University briefcase system. Your supervisor will explain this process.
Release/Obtain forms are available at the front desk, or back by medical records.

All information to be released or obtained must have a current authorization form.

Please make sure that all information is legible and filled out completely.

Releases of information are good for one year, unless otherwise specified for a shorter length of time.
WMU Unified Clinics is required by Federal and State law to make available Fraud & Abuse training to our staff, faculty and students.

This training program provides a general overview of Fraud & Abuse regulations, potential fraud indicators, procedures for reporting fraud and abuse and the investigative process.
Fraud is the intentional deception or misrepresentation that an individual makes knowing it to be false, resulting in unauthorized benefits to oneself or some other person.

Examples:
- Bill for services or items not furnished:
  - Stolen Medicare numbers
  - Filing claims for patients never seen
  - Adding charges that don’t exist
- False Information:
  - Medical records
  - Claims
  - Applications
  - Identity of provider or patient
More examples:

- Misrepresent services or items
- Upcoding (bill for higher priced services)
- Changing diagnosis
- Billing a non-covered service as covered
- Charges submitted where there is no actual documentation
- Offer, solicit, or accept kickbacks, bribes, rebates, or discounts
  - Waive a co-payment and/or deductible in order to solicit business
  - Gifts or payments in exchange for Medicare number and/or services
Healthcare Abuse

- Abuse-incidents or practices which are not consistent with accepted medical or business standards
- Results in unnecessary costs for services that are not medically necessary or fail to meet professionally recognized standards for healthcare
- Examples:
  - Excessive charges for services or supplies
  - Claims for services that are not medically necessary
  - Improper billing practices by the provider
Suspicious Activity

- Alteration of claim
- White outs
- Erasures
- Altered changes
- Incorrect coding
- Double billing
- Billing for services not rendered
- Misrepresentation of services/supplies
- Misspelled medical terminology
- No provider information on claim
- Diagnosis does not correspond to treatment rendered
What to look for on the encounter form and record:

- Date of service
  - Are they correct?
  - Do they match your records?

Provider of services

- Are the names listed correctly?
- Was the service/item actually furnished
- Was the service documented in the record?
- Description of services
  - Was the service coded correctly?
If you suspect fraud or abuse or suspicious activity:
- Report it
- Contact the Clinic Coordinator for your clinic
- Contact the Unified Clinics Administrative Staff
  - Patricia Mikowski, Senior Finance Analyst or Dr. Carol Sundberg, Director

All reports of fraud are taken seriously and must be reviewed and validated.
A decision will be made on the appropriate course of action.
Cases are built on patterns of abuse.
Investigations are confidential.
You may be asked questions or to be a witness.
Please complete the following tasks to ensure you have satisfied your orientation requirements:

- Complete Orientation Quiz, and email answers to Laura Hoskins, at laura.l.hoskins@wmich.edu
- Review Emergency Preparedness powerpoint, complete quiz, and email answers to Laura
- Complete Emergency Contact Form/HIPAA Agreement and submit to Laura
- Complete Parking lot agreement form and submit to Laura
"I slept and dreamt that life was joy. I awoke and saw that life was service. I acted and behold, service was joy."

-Rabindranath Tagore