



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Compliance
	Sub Section:	Billing
	Section Number:	07.01.01
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Chief of Operations Behavioral Health Services	_____	_____

SUBJECT: Fraud and Abuse

PURPOSE:

To ensure staff have a thorough understanding of issues related to fraud and abuse and to coding and billing of services to payors.

POLICY:

Behavioral Health Services (BHS) staff, interns, and volunteers shall comply with Health Care Agency (HCA), Behavioral Health Services Policies and Procedures, Code of Conduct and all Federal and State laws and regulations in the fulfillment of their duties.

SCOPE:

This policy applies to all Behavioral Health Services Divisions staff, interns and volunteers.

REFERENCES:

Health Care Agency Compliance- [Employee Hotline Operation](http://intranet.ochca.com/docs/compliance/p&p/I-04.pdf), P&P #I-4.03
<http://intranet.ochca.com/docs/compliance/p&p/I-04.pdf>

Health Care Agency Compliance- [Issue Reporting](http://intranet.ochca.com/docs/compliance/p&p/I-05.pdf), P&P #I-5.04
<http://intranet.ochca.com/docs/compliance/p&p/I-05.pdf>

Health Care Agency Compliance- [Code of Conduct](http://intranet.ochca.com/docs/compliance/p&p/I-09.pdf), P&P -#I-9.05
<http://intranet.ochca.com/docs/compliance/p&p/I-09.pdf>

Health Care Agency Compliance- [Compliance Training](http://intranet.ochca.com/docs/compliance/p&p/I-12.pdf), P&P #I-12.04
<http://intranet.ochca.com/docs/compliance/p&p/I-12.pdf>

Health Care Agency Policy and Procedure- [Professional Conduct](http://intranet.ochca.com/pap#PERSONNEL), #III- 1.00
<http://intranet.ochca.com/pap#PERSONNEL>

Health Care Agency Policy and Procedure- [Conflict of Interest](http://intranet/docs/compliance/p&p/I-15.pdf), #III- 1.01
<http://intranet/docs/compliance/p&p/I-15.pdf>

[County Contract Policy Manual:](http://intranet.ochca.com/docs/purchasing/PDF/ContractPolicyManual.pdf)

<http://intranet.ochca.com/docs/purchasing/PDF/ContractPolicyManual.pdf>

FORMS:

Health Care Agency - [Outside Employment and /or Other Affiliations Disclosure Statement](http://intranet.ochca.com/pap#PERSONNEL), F042-01.2054, <http://intranet.ochca.com/pap#PERSONNEL>

PROCEDURE:

- I. All BHS staff shall:
 - A. Receive training from HCA Compliance Office on the HCA Compliance program and Code of Conduct, including fraud and abuse.
 - B. Comply with all applicable laws, rules, statutes, regulations, standards, and other requirements imposed by county, state, and federal governments, including all requirements of Federal Healthcare programs.
 - C. Take every reasonable precaution to ensure that billing and/or coding of claims are prepared and submitted accurately, timely, and are consistent with federal, state laws and regulations, and HCA's policies and procedures and/or agreements with third party payors.
 - D. Ensure that no false, fraudulent, inaccurate, or fictitious claims for payment or reimbursement of any kind are submitted.
 - E. Submit bills only for eligible services actually rendered and fully documented. When services must be coded, only billing codes that accurately describe the services provided will be used.
 - F. Maintain complete and thorough records.
 - G. Comply with all laws of confidentiality.
 - H. Accurately represent and document services provided.
- II. HCA staff shall not:
 - A. Engage in any practice that involves unethical or illegal activity.
 - B. Enter into any joint venture, partnership or other risk sharing arrangement with any entity that is a potential or actual referral source to County programs unless the arrangement has been reviewed and approved as required by the County Contract Policy Manual.
 - C. Provide services outside of their scope of practice.

- III. All HCA staff are required to take action should they have any concerns that services are not being accurately and appropriately coded and billed, or if they have any concerns related to fraud and/or abuse. The options for action are outlined in this and referenced policy and procedures (P&Ps) including HCA Compliance P&Ps: Employee Hotline (I-4.03) and Issue Reporting (I-5.04).
- IV. No disciplinary action or retaliation shall be taken against an employee for reporting in good faith a perceived issue, problem, concern, or violation to a supervisor, manager, Human Resources, the Office of Compliance, the Compliance Hotline, or a regulatory agency. "In good faith" simply means that the employee actually believes or perceives the information reported to be true. The value and dignity of each person and the right as an employee to be treated fairly and with respect shall be recognized by all HCA staff.
- V. Failure to comply with this policy may result in disciplinary action, which includes possibility of suspension and or discharge.
- VI. Staff with any questions regarding this policy and procedure shall contact their supervisor or Authority and Quality Improvement Services at (714) 834-5601.