



OIG Hospital Compliance Reviews

In 2011, the Office of Inspector General (OIG) initiated hospital compliance reviews to assess whether acute hospitals comply with Medicare billing regulations. The OIG utilizes data mining and trend evaluations of paid Medicare claims to select hospitals that may be at risk for noncompliance. The reviews are conducted on-site and include claims for both inpatient and outpatient services. Overpayments associated with review findings of non-compliance must be refunded.

As of February 2016, the OIG conducted compliance reviews at 147 hospitals and identified \$76,447,380.00 in overpayments. In 2015, the OIG hospital compliance reviews focused on the following risk areas;

- inpatient claims billed; with high-severity-level DRG codes
- inpatient claims billed with kyphoplasty services
- inpatient claims with payments greater than \$150,000
- inpatient and outpatient manufacturer credits for replaced medical devices
- outpatient dental claims
- outpatient claims billed with modifier -59
- outpatient claims billed for Doxorubicin Hydrochloride
- outpatient claims billed for Herceptin
- outpatient claims with payments greater than \$25,000

The table below provides a summary of the six most recent compliance reviews:

Facility	Total Claims Reviewed	Correct Claims	Inpatient Claims with Errors	Outpatient Claims with Errors	Total Overpayment
University of Minnesota	255	125	29	101	565,286
Nebraska Methodist	138	119	17	2	111,116
UC, Davis	231	130	92	9	2,430,502
Sierra View	30	5	23	2	798,064
Naples Community	225	134	63	28	4,584,571
Boca Raton	211	161	50	0	2,628,112

For any questions about this article, contact Kim Bailot, Associate Finance Compliance Officer, x4746 or email at KBailot@uchc.edu



*Ethics and Compliance Investigations: Do's and Don'ts for Managers **

It's one of the parts of your job you like the least: you receive a complaint about a team member, and an internal investigation is underway.

As a manager, your participation in workplace investigations is critical in creating optimal outcomes. You also have the very important role of maintaining confidentiality and coaching all of the team members who may be involved to do "the right things right," both during and after the investigation.

Here are some do's and don'ts to keep in mind:

- **Do:** Be open and honest with investigators. Now is not the time to shade the facts to steer the outcome of the investigation. We need to know what actually happened, good or bad.
- **Don't:** Discuss details of the investigation with other members of your team. If other team members become aware of an investigation, a good talking point to use is, "For a variety of important reasons, details of the investigation are confidential, and that means I can't discuss this issue with you. I hope you understand."
- **Do:** Ask questions about the role (if any) you are expected to play in the investigation – the compliance, HR, and legal teams want to be a resource to you.
- **Don't:** Take any steps to investigate the issue yourself unless the steps have been approved. Often, actions that seem like they would be helpful (questioning a member of the team or going through emails or files) can compromise an investigation.
- **Do:** Be objective. Stay neutral during an investigation: the outcome may surprise you.
- **Don't:** Retaliate. It can be difficult to keep personal feelings out of an investigation. But no matter your perspective, no retaliation is acceptable—whether against the subject of the investigation, the person who brought forward the complaint, or a witness who participates in the investigation.
- **Do:** Think about what, if anything, you can do as a manager to change your team culture or processes to address the root cause of a complaint.

Workplace investigations can be difficult for everyone involved. But ultimately, going through the process of an investigation is essential in helping correct issues that can undermine a healthy corporate culture.

For any questions about this article, contact Iris Mauriello at x3501 or email at Mauriello@uchc.edu

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1-888-685-2637

