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| SELFHHELP COMMUNITY SERVICES, INC. | | Policy #: 18 |
| CORPORATE COMPLIANCE POLICY AND PROCEDURE MANUAL | | Page 1 of 2 |
| Subject: Visit Exception, Conflict and Resolution | Effective Date January 2013 | Revision Date 1/16/18 |
| Section: Corporate Compliance | | |

POLICY:

Selfhelp Community Services, Inc. is committed to establishing and maintaining measures which are effective to prevent and detect visit exceptions and conflicts, and to resolve such conflicts in a timely and efficient manner. Furthermore, if an overpayment is identified, the sum is deducted from the employee's salary and reimbursed to the correct agency.

PROCEDURE:

1. LHCSA payroll supervisor runs and prints out the exception report every week and distributes to all coordinators to resolve and reconcile the exceptions.
2. Every payment that appears on the exception report (which means prepayment identification of a potential overpayment, unless resolved in a timely manner) is reported and refunded within 60 days of identification.
3. If the Home Health Aide (HHA)
 - ◆ Did not call from the client phone, or designated cell phone, in and out at or near start or end time;
 - ◆ Used a phone other than client's phone; or designated cell phone and/or
 - ◆ Reports hours which differ from call-in hours and /or scheduled hours,
 the coordinators will call the aide for an explanation and if necessary bring the aide in for further handling.
4. Coordinators who investigate and resolve all exceptions on the report (using the designated OMIG reason codes) return them to the Field Payroll supervisor for submission of the claim to process the payroll that will ultimately generate invoices.

5. Every Monday, the Field Payroll Supervisor runs a conflict visit report from the archives of HHA Exchange and gives it to the Director of Operations of LHCSA to resolve the conflicts.
6. Every payment that appears on the conflict report (which means identification of an overpayment) will be investigated and refunded.
7. For a 24-hour Home Health Aide, she/he has to call in the morning for the previous day. If not, this will show up in the No Show report. The coordinators will ask the aide to provide an explanation for not calling in. Coordinators will also call the client to ensure that the aide was there the previous day. Repeat offenders will be asked to come into the office for further explanations to resolve the issue. All these are documented and kept in aide's file.
8. Conflict reports show overlapping paid hours by HHA with two or more clients at two or more agencies. Once the Director of Operations of LHCSA receives the report, she will take the following actions:
 - ◆ Call the aide and ask her/him to come into the office.
 - ◆ Get a statement from the aide and suspend the aide until the matter is resolved.
 - ◆ Selfhelp will reach out to the other conflicting agency who has identified conflict on a timely basis
 - ◆ Selfhelp will follow up with the non-responders and make a record of follow up
 - ◆ Selfhelp will write an explanation, share with the other provider, document in HHA Exchange and make available to OMIG upon request.
 - ◆ If there is an overpayment, Selfhelp will report and repay the amount in a timely fashion (within 60 days)
 - ◆ The aide will be disciplined up to and including dismissal.
9. All actions taken by the Director of Operations will be documented and put in the aide's file.