Compliance Programs for MDA Members

There are **3 major compliance programs** being offered to MDA members by Eagle Associates, Inc. To assist with compliance for OSHA, HIPAA, and OIG regulations.

There are **4 levels of service** (click link to see service levels) to provide MDA members with a variety of options and pricing to best fit the needs of each individual practice.

**Compliance Programs**

*Custom Safety Program (CSP)* - CSP addresses current OSHA/MIOSHA requirements, and provides a complete employee safety solution for the dental practice setting.

*HIPAA Compliance System (HCS)* - HCS addresses all current requirements for privacy, security, breach notification rules, and all updates specified by the omnibus rule and HITEC Act. HCS provides a complete HIPAA solution for the dental practice setting.

*OIG program (OIG)* - OIG addresses current requirements to combat fraud, waste and abuse when participating with Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and Delta Dental's Healthy Kids program. OIG provides a complete fraud, waste and abuse solution for the dental practice setting.

**Support Services**

The following support services are included with each compliance program.

*American Practice Advisor (APA)* - APA provides a monthly journal that addresses compliance issues impacting the dental practice setting. Information in APA provides instruction, examples, sample forms, reminders and much more. The Advisor also includes monthly staff training modules to address annual requirements for HIPAA, OSHA, and, if applicable, OIG requirements.

*Live Support* – Live Support provides your practice with a prompt and reliable source for answers to all your compliance questions. You can call or email as often as needed at no additional cost to the practice.

*E-Compliance Training (ECT)* - ECT is a web-based training and documentation system that provides your practice with an alternative to manually administering monthly training to your staff, and provides paperless training documentation. Each compliance program includes enrollment in ECT for up to 12 staff members.

*HIPAA Security Risk Analysis Assistance* - HIPAA’s Security Rule requires practices to complete a documented annual risk analysis. HCS includes risk analysis assistance. HCS subscription is required.

*TB Risk Assessment Assistance* - CSP includes assistance in meeting the CDC/OSHA requirement to annually assess the practices risk for Mycobacterium tuberculosis. CSP subscription is required.

**More Information** – Need help in selecting the appropriate programs and service level? More information is available by contacting Eagle Associates, Inc. at 800 – 777 – 2337 or by emailing info@eagleassociates.net to receive a detailed service proposal.
Service Levels

MDA and Eagle have developed 4 levels of service to provide MDA members with a variety of options and pricing to best fit the needs of each individual practice. The following information provides an overview of the support for each level.

Level 1 Services  click to link to view pricing

HIPAA Compliance System, Custom Safety Program, and OIG Program

Programs can be purchased individually or in bundled combinations that provide additional savings for your practice. If purchasing bundled services, the OIG Program can be excluded ($250 deduction) if the practice does not participate in Medicare, Medicaid, or Delta Dental’s Healthy Kids program.

Level 1 is a basic service level and provides all the elements needed for areas of compliance and you work at your own pace to implement provided policies and compliance activities.

Programs include the following elements:

✓ Fully written policy manuals – Eagle writes the policies so you don’t have to
✓ Automatic updates – Eagle monitors regulations and writes updates for your practice
✓ Full array of compliance forms – Provided in Word and PDF format
✓ Annual Audit Plans – Guides to ensure all annual requirements are met
✓ Unlimited Live Support – Call and talk with live consultants as often as needed
✓ Employee Orientations – Complete new hire training
✓ Annual Employee Training – Monthly training to meet annual requirements
✓ American Practice Advisor monthly journal
✓ E-Compliance Training – Web-based training and documentation for first 12 staff members
✓ *Annual TB Risk Assessment Assistance
✓ *Security Risk Analysis Assistance

*TB Risk Assessment and Security Risk Analysis are provided using a scheduled phone conference. An Eagle consultant will conduct and interview and complete the required documentation for your practice.
Level 2 Services click to link to view pricing

HIPAA Compliance System, Custom Safety Program, and OIG Program

Programs can be purchased individually or in bundled combinations that provide additional savings for your practice. If purchasing bundled services, the OIG Program can be excluded ($250 deduction) if the practice does not participate in Medicare, Medicaid, or Delta Dental’s Healthy Kids program.

Level 2 service includes all level 1 program elements.

✓ Fully written policy manuals – Eagle writes the policies so you don’t have to write them
✓ Automatic updates – Eagle monitors regulations and writes updates for your practice
✓ Full array of compliance forms – Provided in Word and PDF format
✓ Annual Audit Plans – Guides to ensure all annual requirements are met
✓ Unlimited Live Support – Call and talk with live consultants as often as needed
✓ Employee Orientations – Complete new hire training
✓ Annual Employee Training – Monthly training to meet annual requirements
✓ American Practice Advisor monthly journal
✓ E-Compliance Training- Web-based training and documentation for first 12 staff members
✓ *Annual TB Risk Assessment Assistance
✓ *Security Risk Analysis Assistance

Level 2 Additional Service

Level 2 provides Remote Assessment (an alternative to on-site assessment listed in Level 3).

Remote Assessment - Remote Assessment is a proven system that Eagle has successfully implemented, with well over 500 practices nationwide, as a cost-effective alternative to on-site services.

Remote Assessment is conducted using a combination of web and phone conferences (with a live consultant) to identify critical compliance elements that may require corrective actions, provides a complete orientation for utilizing Eagle's compliance features, and provides client practices with documentation to prove initial compliance and, when applicable, implementation of corrective actions. Remote Assessment includes:

✓ Initial Assessment Conference– Eagle consultant will schedule a web/phone conference to determine the practice’s current level of compliance and, as needed, implement appropriate corrective actions.

The assessment will include a review of documentation, employee training, use of required forms, completion of critical activities such as TB Risk Assessment and Security Risk Analysis.

The goal of the Remote Assessment is to bring the practice into compliance with current requirements and provide an explanation for utilizing the compliance program to maintain compliance.
**Level 3 Services** [click to link to view pricing]

**HIPAA Compliance System, Custom Safety Program, and OIG Program**

NOTE – Level 3 service is only available when purchasing bundled programs (i.e., HIPAA, Safety, and OIG). The OIG Program can be excluded ($250 deduction) if the practice does not participate in Medicare, Medicaid, or Delta Dental’s Healthy Kids program.

Level 3 service includes all level 1 program elements.

✔ **Fully written policy manuals** – Eagle writes the policies so you don’t have to write them

✔ **Automatic updates** – Eagle monitors regulations and writes updates for your practice

✔ **Full array of compliance forms** – Provided in Word and PDF format

✔ **Annual Audit Plans** – Guides to ensure all annual requirements are met

✔ **Unlimited Live Support** – Call and talk with live consultants as often as needed

✔ **Employee Orientations** – Complete new hire training

✔ **Annual Employee Training** – Monthly training to meet annual requirements

✔ **American Practice Advisor** monthly journal

✔ **E-Compliance Training**- Web-based training and documentation for first 12 staff members

✔ **Annual TB Risk Assessment Assistance**

✔ **Security Risk Analysis Assistance**

**Level 3 Additional Service**

Level 3 provides On-Site Assessment (an alternative to remote assessment).

**On-Site Assessment** – On-Site Assessment provides the same service as the Remote Assessment in Level 2 but is accomplished using an on-site visit to the practice in place of the web/phone conference in Level 2.

On-Site Assessment is conducted to identify critical compliance elements that may require corrective actions, provides a complete orientation for utilizing Eagle's compliance features, and provides client practices with documentation to prove initial compliance and, when applicable, implementation of corrective actions. On-Site Assessment includes:

✔ **Initial Assessment Conference**– Eagle consultant will schedule an on-site appointment to determine the practice’s current level of compliance and, as needed, implement appropriate corrective actions.

The assessment will include a review of documentation, employee training, use of required forms, completion of critical activities such as TB Risk Assessment and Security Risk Analysis.

The goal of the On-Site Assessment is to bring the practice into compliance with current requirements and provide an explanation for utilizing the compliance program to maintain compliance.
Level 4 Services  click to link to view pricing for Management Consulting

HIPAA Compliance System, Custom Safety Program, and OIG Program

NOTE – Level 4 service is only available when purchasing bundled programs (i.e., HIPAA, Safety, and OIG). The OIG Program can be excluded ($250 deduction) if the practice does not participate in Medicare, Medicaid, or Delta Dental’s Healthy Kids program.

Level 4 service includes all level 1 program elements.

✓ Fully written policy manuals – Eagle writes the policies so you don’t have to write them
✓ Automatic updates – Eagle monitors regulations and writes updates for your practice
✓ Full array of compliance forms – Provided in Word and PDF format
✓ Annual Audit Plans – Guides to ensure all annual requirements are met
✓ Unlimited Live Support – Call and talk with live consultants as often as needed
✓ Employee Orientations – Complete new hire training
✓ Annual Employee Training – Monthly training to meet annual requirements
✓ American Practice Advisor monthly journal
✓ E-Compliance Training- Web-based training for first 20 staff under Management Consulting
✓ Annual TB Risk Assessment Assistance
✓ Security Risk Analysis Assistance

Level 4 Additional Service – Management Consulting (MC)

MC includes Eagle Associates’ HIPAA Compliance System, Custom Safety Program, OIG Program (for Fraud, Waste, and Abuse), E-Compliance Training or ECT (web-based compliance training) and much more.

Clients currently using MC, tell us “it is like having GPS for compliance” – The guidance from your dedicated Consultant and monthly workplan activities identify and remind you of what needs to be completed to stay on schedule to meet all requirements.

MC services provide the following additional services:

✓ Dedicated Compliance Consultant – A Consultant will be paired with a contact at your practice for ongoing communication and management of compliance activities.
✓ Initial Remote Assessment Conference – See Level 2 Description
✓ Compliance Workplan – This is a monthly series of activities guided by Eagle Consultant. The workplan cycles through over 130 benchmarks to ensure all compliance tasks are completed for HIPAA, OSHA, and, OIG requirements.
✓ Compliance Management Tracking – Eagle Associates will provide web-based tracking for all monthly compliance activities, and an annual report to document compliance efforts.
✓ Compliance Response – Eagle will assist you in developing a written response and plan of corrective action in response to an OSHA inquiry, or if you receive a complaint from the Office for Civil Rights (the enforcement agency for HIPAA’s Privacy and Security Rules).
## Eagle Compliance Service Fees

### Program/Service*

<table>
<thead>
<tr>
<th>Program/Service*</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#1 HIPAA Compliance System (HCS)</strong></td>
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<tr>
<td>Initial Year's service</td>
<td>$830</td>
<td>$1,080</td>
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<tr>
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<td>$740</td>
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</tr>
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<td><strong>#3 OIG Program(OIG)</strong></td>
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<td>$150</td>
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<td><strong>#4 Bundled Service HCS, CSP, OIG</strong></td>
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<td>Initial Month Fee</td>
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<td>Monthly Fee (for 11 months)</td>
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</table>

*see descriptions for details on programs/services

**additional cost for travel time and expenses will be invoiced after on-site service

*** requires 12 month agreement with option to renew in additional 12-month periods