



# Compliance Programs

**HIPAA**

**OSHA**

**OIG**

## Complete Programs for MDA Members

Eagle Associates offers 3 major compliance programs to help MDA members achieve compliance with OSHA, HIPAA and OIG regulations.

From written policies to forms, employee training materials, auditing tools, unlimited assistance, web-based training documentation, and much more, the compliance options from Eagle will provide a complete compliance solution for your practice.

- **HIPAA** - Our HIPAA Compliance System addresses all current requirements for privacy, security, and breach notification rules, including HITECH Act and Omnibus Rule requirements.
- **OSHA** - Our Custom Safety Program incorporates all relevant federal safety standards, and includes special safety policies that are often overlooked. We will help you to identify the policies that are necessary for your specific workplace.
- **OIG** - Our Office of Inspector General Compliance Program will provide you with a fraud, waste and abuse prevention program that is required for participation in all government-sponsored programs, such as Healthy Kids and Medicare plans that provide dental benefits.

## Support Services

*The following services are provided with each compliance program, at every service level:*

**American Practice Advisor® (APA)** - The Advisor® is our monthly journal that addresses compliance issues impacting the practice setting. The Advisor® includes monthly staff training modules to address annual HIPAA, OSHA, and OIG training requirements in addition to helpful articles, reminders and instruction.

**Live Support** – Our friendly staff is available to promptly answer your compliance questions. You can call or email as often as needed at no additional cost to the practice.

**Phone or Webinar Orientation** - Our compliance programs include tools to help you truly achieve regulatory compliance. A scheduled orientation with one of our friendly consultants will help you get off to a promising start in obtaining that goal regardless of the service level you choose!

**Compliance Response** - Eagle will assist you in developing a written response and plan of corrective action in response to regulatory inquiries or complaints (concerning any compliance program that you subscribe to). For example, we will assist your practice in responding to an OSHA inquiry if you subscribe to our Custom Safety Program, and likewise if the Office for Civil Rights should audit your compliance with HIPAA's Privacy and Security Rules.

## Levels of Service

There are three levels of service available to accompany our compliance programs. Depending upon your practice's familiarity with compliance matters and comfort level, we can offer more or less direct assistance as needed. The following chart demonstrates the services that are included at each level. The higher service levels involve more direct contact with our consultants, but we support our clients at every service level! Please see the information on the following page.

Compliance Services	Level 1	Level 2	Level 3
<b>Security Risk Analysis Assistance</b> Our HIPAA Compliance System includes completion of a security risk analysis with the assistance of one of our highly trained consultants. This type of assessment is required by the Security Rule.	●	●	●
<b>Fully written policy manuals</b> Eagle writes Safety, HIPAA and OIG policies so you don't have to.	●	●	●
<b>Automatic updates</b> Eagle monitors regulations and will provide updates to policies, forms and training materials, as needed.	●	●	●
<b>Full array of compliance forms</b> Required forms are provided in MS Word and PDF formats with each program.	●	●	●
<b>Annual audit plans</b> PDF workbooks help you track implementation of policies.	●	●	●
<b>New Hire Training Handbooks</b> Initial training materials are provided in easy-to-use handbooks for each of our compliance programs.	●	●	●
<b>Ongoing Training</b> Training modules that cover annual OSHA, HIPAA and OIG training are provided through our monthly newsletter. One compliance topic is covered each month to minimize time spent, but maximize comprehension. A system for documentation is included to demonstrate employee participation.	●	●	●
<b>Complete phone/webinar orientation</b> One of our Compliance Consultants will provide an overview of the programs and companion tools that will help you to achieve compliance.	●	●	●
<b>Remote Compliance Assessment</b> Please see following page for details.		●	●
<b>TB Risk Assessment</b> One of our highly trained consultants will assist your practice in completing an assessment of risk for Mycobacterium tuberculosis.		●	●
<b>Monthly Guidance from an Assigned Consultant</b> Please see following page for details.			●
<b>Technical Network Assessment</b> Please see following page for details.			●

## Higher Level Support Services

**Remote Compliance Assessment** - The remote assessment included with Level 2 or Level 3 service is conducted via a scheduled phone conference with one of our friendly consultants. We will assess your practice's compliance with some of the more critical compliance elements, and help you determine whether immediate corrective actions are needed. The conference also includes a complete orientation for utilizing Eagle's compliance tools and support features.

The goal of the Remote Assessment is to bring your practice up to speed, and provide guidance for utilizing available tools to maintain compliance.

**Monthly Guidance** - Our Level 3 service is also known as our *Management Consulting* program. This program pairs a contact at your practice with a dedicated consultant who will provide ongoing communication and management of compliance activities.

A monthly workplan will be provided to help your practice achieve over 130 benchmarks to ensure compliance with HIPAA, OSHA and OIG requirements. Your assigned consultant will provide web-based tracking of your progress, and assistance as needed to ensure you don't fall behind, much like a tutor!

**Technical Network Assessment** - Level 3 service includes a third-party remote assessment of your computer network to ensure security mechanisms are in place to protect patient information that is stored and transmitted electronically. This assessment is especially important if your practice does not have an ongoing relationship with an IT service provider or consultant that monitors the security of your information system.

*Level 2 and Level 3 service includes our HIPAA, OSHA, and OIG Compliance Programs. The OIG Program may be excluded if your practice does not participate in Medicare, Medicaid, or the Healthy Kids program. However, considering the discounts already factored into these service levels, no reduction in fees will be provided.*

## Optional Additional Services

**On-Site Compliance Assessment** - Eagle Associates has been providing compliance support to clients nationwide for over 30 years. Although working remotely with clients has proved very successful, we are able to offer on-site consulting for MDA clients if preferred. The half-day, on-site assessment (that can be scheduled as part of the Level 2 service) includes the same goals and content as the remote assessment described above, it is simply conducted in your practice!

**E-Compliance Training (ECT)** - ECT provides your practice with an alternative to manually administering initial and monthly training to your staff, and provides paperless training documentation. The training materials are the same as are provided in the Advisor®, however, they are made available through a user-friendly, online program that may be used by staff members to view training materials and take a short training test, and by management personnel to track employee participation.

<b>Compliance Program Fees</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>Compliance Program Bundle</b> HIPAA, OSHA and OIG Compliance Programs		\$1650	\$500 initial fee \$225 per month
<b>HIPAA Compliance Program Only</b>	\$945	Level 2 only available with compliance program bundle	Level 3 only available with compliance program bundle
<b>Custom Safety (OSHA) Program Only</b>	\$495	Level 2 only available with compliance program bundle	Level 3 only available with compliance program bundle
<b>OIG Program Only</b>	\$425	Level 2 only available with compliance program bundle	Level 3 only available with compliance program bundle

### Renewal of Service

Our compliance programs are provided for a one-year term. Near the end of your service year, we will contact you to determine if you would like to renew your service. If so, we will present various renewal options, one of which will be to renew at the same service level for a discounted fee.

### Optional Services

**Half-Day, On-Site Compliance Assessment** \$1500\*

\* Additional fees for extensive travel time and expenses (i.e., mileage, hotel, etc.) will be estimated at the time of scheduling and will be invoiced following completion of the on-site visit.

**E-Compliance Training** \$15 per enrollee/per year

Online training and documentation may be added to any of our service levels for a minimum of 20 employees.