



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
Security Risk Analysis Assistance 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.	●	●	●
Fully written policy manuals Eagle writes Safety, HIPAA and OIG policies so you don't have to.	●	●	●
Automatic updates Eagle monitors regulations and will provide updates to policies, forms and training materials, as needed.	●	●	●
Full array of compliance forms Required forms are provided in MS Word and PDF formats with each program.	●	●	●
Annual audit plans PDF workbooks help you track implementation of policies.	●	●	●
New Hire Training Handbooks Initial training materials are provided for each of our compliance programs.	●	●	●
Ongoing Training Training modules that cover annual OSHA, HIPAA and OIG training are provided through our monthly newsletter. A system for documentation is included to demonstrate employee participation.	●	●	●
Online Training Program with CE Credits An optional online version of our training program includes ADA CERP recognized Continuing Education credits.	See Optional Additional Services on page 3		
Complete phone/webinar orientation One of our Compliance Consultants will provide an overview of the programs and companion tools that will help you to achieve compliance.	●	●	●
Remote Compliance Assessment Please see following page for details.		●	●
TB Risk Assessment One of our highly trained consultants will assist your practice in completing an assessment of risk for Mycobacterium tuberculosis.		●	●
Monthly Guidance from an Assigned Consultant Please see following page for details.			●
Technical Network Assessment 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 achieve and 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

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. Staff members may view training materials and take a short training test through an online portal that allows tracking capabilities for management personnel. Continuing Education (CE) credit is offered for each completed training module.

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!

Eagle Associates, Inc. is an ADA CERP Recognized Provider.

ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

Concerns or complaints about a CE provider may be directed to the provider or to Commission for Continuing Education Provider Recognition at ADA.org/CERP.

Compliance Program Fees	Level 1	Level 2	Level 3
Compliance Program Bundle HIPAA, OSHA and OIG Compliance Programs		\$1725	\$525 initial fee \$225 per month
HIPAA Compliance Program Only	\$975	Level 2 only available with compliance program bundle	Level 3 only available with compliance program bundle
Custom Safety (OSHA) Program Only	\$525	Level 2 only available with compliance program bundle	Level 3 only available with compliance program bundle
OIG Program Only	\$450	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

E-Compliance Training \$300 per year for up to 20 enrollees

Online training and documentation may be added to any of our service levels for a minimum of \$300 for up to 20 participants. A fee of \$15 per person, per year is charged for additional enrollees. Provision of CE certificates is included for each completed training module.

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.

For more information, please contact Eagle Associates at (800) 777-2337 or email info@eagleassociates.net.