

Compliance In the Era of Accountability

“If you accept money from a federally funded health plan, you are required by section 6401(7) to “establish a compliance program that contains the core elements” prescribed by the (Federal) Office of the Inspector General, which states providers, “shall have in operation a compliance and ethics program that has been reasonable designed, implemented and enforces so that it generally will be effective in preventing and detecting criminal, civil and administrative violations AND in promoting quality of care consistent with regulations.”

Compliance-OIG Audits

- Dental practices should establish and maintain an internal compliance program to help identify and correct documentation and billing issues before submitting claims.
- According to the Office of the Inspector General (OIG), a compliance program can speed and optimize proper claims payment.
- In addition, the increased accuracy of documentation that may result from a compliance program will assist you in enhancing patient care.

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There are seven core elements to lay the framework for a compliance program.

- Conducting **internal monitoring and auditing** through the performance of periodic audits
- Implementing compliance and practice standards through the **development of written standards and procedures**.
- **Designating a compliance officer** or compliance contacts to monitor compliance efforts and enforce practice standards.
- Conducting appropriate **training and education** on practice standards and procedures.
- **Responding appropriately to detected violations** through the investigation of allegations and the disclosure of incidents to appropriate Government entities.
- Developing **open lines of communication** to keep practice employees updated regarding compliance activities. **Non-retaliation policy**.
- **Enforcing disciplinary standards** through well-publicized guidelines.