Consider using a pre-test and post-test

1. Learning objectives/purpose of session
   a. Understanding of regulatory environment
   b. Overview of Corporate Compliance and components of the CC plan
   c. Understanding of service delivery and documentation requirements
   d. Understanding of their responsibilities within the Compliance plan

2. Overview of Laws and Regulations
   a. Employment and discrimination
   b. Governance, licensing & certification
   c. Protection from abuse
   d. Health and safety
   e. Physical environment
   f. Service provision
   g. Billing and reimbursement

3. Overview of Policies/Procedures/Practices
   a. Location
   b. Intent
   c. Employee’s role

4. NY Medicaid Program
   a. Discussion cost
   b. Waiver services
   c. Funding for agency services
   d. Example of utilization as insurance

5. Oversight agencies
   a. Review of external audit process
   b. OMIG role/work plan

6. Review of Regulations
   a. Prepare and maintain contemporaneous records and keep….
      i. Discuss on documentation standards per agency
   b. Overpayment
   c. Submit claims, true, accurate, complete

7. Deficit Reduction Act
   a. False Claims Act
      i. Definitions/prohibit
      ii. Fines
      iii. Qui Tam Actions
      iv. Common examples
   b. Whistleblower protections
      i. Reporting requirements
      ii. Ways to report/Hotline
      iii. Compliance Officer
c. Fraud/Errors
   i. Transparency
   ii. Audits
   iii. Self Disclosures

8. Review of the 8 elements and how the agency implements
   a. Written policies/procedures
      i. List of policy topics/overview
      ii. Compliance oversight
         1. Compliance Officer duties
      iii. Training/Education
      iv. Effective, confidential Communications
      v. Enforcement of Compliance Standards
      vi. Internal Audits
      vii. Follow up and Corrective actions
      viii. Whistleblower protections

9. Code of Conduct Review/Sign off

10. Service Planning, Delivery, Documentation
    a. Review Agency compliance standards
    b. Use examples!
    c. Documentation do’s and don’t’s