



Volume X Issue II

June 2020

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Maintaining Compliance
During the COVID-19
Pandemic

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GOVERNMENT PROGRAMS

Compliance Officer Newsletter

A Message from Kim Green:

My goal for each Government Programs Compliance Officer Newsletter is to provide you with information about the various government programs administered by HCSC.

HCSC is a Plan Sponsor that administers several Federal and State Government Programs, including:

- Medicare Advantage
- Medicare Prescription Drug Plan
- Illinois Medicare-Medicaid Alignment Initiative (MMAI) and
- Medicaid

As a Plan Sponsor, we have the responsibility to know and adhere to the requirements of all the contracts we administer. If we fail to meet those requirements, we are at risk for being subjected to various enforcement actions.

This is a time of unprecedented change in our world. Because of this it is even more important for us to hold to our obligation to meet the requirements outlined for our government business. This newsletter edition will explain the importance of staying vigilant during the COVID-19 Pandemic and how you can do your part to keep us compliant.

Please remember that you are required to report any suspicious behavior or potential wrongdoing related to any government contract. You can report this information to your manager, call the Corporate Integrity Hotline number, or report your concern online using the web reporting tool. All calls to our hotline can be made anonymously and without fear of intimidation or retaliation. As the Government Programs Compliance Officer, please know that you can always contact me directly at 312-653-5110.

Kim Green
HCSC Government Programs
Compliance Officer

HCSC Corporate Integrity HOTLINE 1-800-838-2552

HOW?
Can You Help?

- Watch for questionable activity
- Know the laws & HCSC policies
- Report any issues

For compliance questions or concerns related to:

- Medicare Advantage
- Medicare Part D
- Medicaid

Integrity • Respect • Commitment • Excellence • Caring



Contact Us

Email

hiscompliance@bcbsil.com

24/7 Hotline

1-800-838-2552

REPORT ANONYMOUSLY

Website

www.hiscompliance.com

How can you help maintain compliance during the COVID-19 Pandemic?

BE PREPARED. In an effort to ensure our members continue to receive benefits, guidance from both federal and state regulators have been issued to Plan Sponsors (HCSC). There has been a considerable amount of COVID-19 related guidance issued over the last few months. Here are some things you should consider if you work on any of our government programs.

- 1) Read HPMS Memos, and other written Federal and State notices sent to you regarding updated regulations or contracts and make special note of those relating to COVID-19.
- 2) Be flexible during the implementation of any guidance relating to COVID-19.
- 3) Understand that most COVID-19 guidance is timeframe driven. Be prepared to quickly return to regular operating procedures once temporary guidelines expire.



GPC Resources:

**Enterprise
Medicaid/Debarment:**
Melissa Lupella, Senior
Director

NM Medicaid:
Jeanene Kerestes, Senior
Director

IL Medicaid:
Ryan Lipinski, Director

TX Medicaid:
Kirstie Reck, Director

Medicare/MMAI:
Shawna Romero,
Director

BE AWARE. Changes in regulations open the gate for fraudulent activities. Here are just a few examples of COVID-19 related schemes:

- 1) Telemarketing scams aimed at seniors to steal their identifying information and/or insurance information to defraud government and private health care plans.
- 2) Fraud and waste schemes targeting telemedicine services, COVID-19 tests and test kits, PPE equipment and pharmaceutical drugs.
- 3) Provider advertisements for medical services to help prevent/cure COVID-19.
- 4) If you suspect fraud, please contact SID. Go to FYI Blue to [report fraud online](#) or call the 24/7 SID FWA Hotline at 800-543-0867.

BE READY. Be ready to speak up and raise up issues or concerns.

- 1) If there is something in the COVID-19 guidance you do not understand, speak up and ask your management for clarification.
- 2) If you think that there might be an issue of non-compliance, raise it up.
- 3) You can report issues of non-compliance to your manager, call the Corporate Integrity Hotline number, or report your concern online using the web reporting tool.

Remember, we are **all** responsible for keeping HCSC compliant and in good standing with our regulators. We are **all** in this together and we **will** get through it.