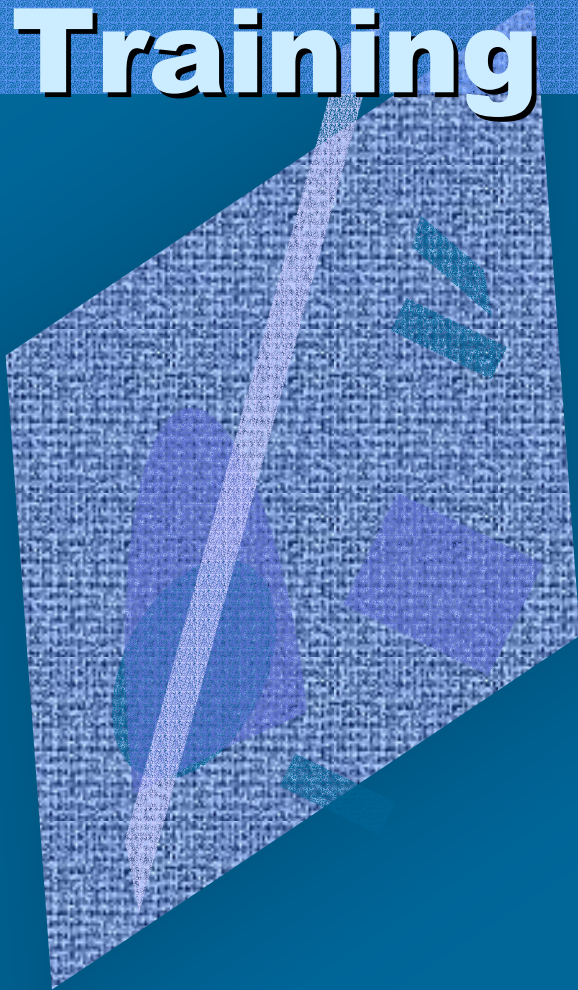


# **Behavioral Health Compliance Training**



# **Janice M. Bates, SPHR**

**Director of Human  
Resources/Compliance  
Officer**

**Citizens Acting  
Together Can Help,  
Inc. (CATCH, Inc.)**

# Introduction

## GOAL and OBJECTIVE

To develop a compliance training program that would be relevant to the behavioral health community. The training program had to be adaptable to meet the training needs of all employees regardless of their position within the behavioral health organization.

Every employee will leave the training session understanding that compliance is everyone's responsibility and that every employee can contribute to ensuring that the organization remain compliant everyday.

# Training Video

Confidentiality and privacy

Documentation and quality of care

Compliance help-line

Compliance quiz

Employee acknowledgement form

# Compliance Quiz

Instructions: please circle the correct answer for each question.

1. A compliance program is important to our Agency because:
  - a) The federal government mandates it
  - b) It is the right thing to do
  - c) It will get us more business
  
2. The scope of compliance includes:
  - a) Laws and regulations
  - b) Agency policies and standards
  - c) Licensing and payer requirements
  - d) Sound and ethical business practices
  - e) All of the above
  
3. As an agency employee and/or agent your role in compliance is:
  - a) To be aware of regulations and requirements
  - b) To ask questions if you are unclear about what to do
  - c) To report all suspected non-compliance issues per agency policy
  - d) all of the above



# Compliance Quiz

4. Which does not violate a client's confidentiality:
  - a) Discussing a case with your supervisor in the lunchroom
  - b) Sharing information with another program or service within our agency about a mutual client
  - c) Leaving a client's chart or information open on your desk
  
5. The failure to document a service and then billing for that service is fraud:
  - a) true
  - b) false
  
6. A fraudulent act requires intent:
  - a) true
  - b) false
  
7. I can report an incident of non-compliance by calling \_\_\_\_\_

# Compliance Quiz

8. If you observe or suspect a compliance violation in a program/service of the agency where do you not work, it is not necessary to report it:
- a) true
  - b) false
9. There are no circumstances under which I can accept a gift from a consumer or a vendor:
- a) true
  - b) false
10. Not following the agency code of conduct is a compliance issue
- a) true
  - b) false

# Employee Acknowledgement Form

Date of training: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

Department: \_\_\_\_\_

Trainer's name(s): \_\_\_\_\_

I do hereby acknowledge and confirm that I have received training on the Agency's compliance program and understand the contents, standards and requirements of the program.

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Location/department

\_\_\_\_\_  
Date



# Compliance Help line

- Employees can report compliance issues or concerns 24 hours a day, 7 days a week to the compliance help line,  

---
- The compliance officer is  

---
- All calls will be retrieved and responded to by the compliance officer or his or her designee