



COMPLIANCE NEWSLETTER

Heritage Provider Network *Volume 11, Issue 1*

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Engaging People for a Successful Compliance Program

The success of a compliance program, as well as its effectiveness in preventing and detecting fraud, waste, and abuse, heavily depends on its strategy and approach in engaging people. The vision and planning of every compliance program must acknowledge that people are essential to its success, and then prioritize and be *intentional* to engage all employees for success.

It is HPN and Groups' policy to engage staff members, contractors, vendors, and FDRs in adherence of the HPN Compliance Program.. HPN has published a Compliance Program, which reflects our tradition of caring and provides guidance to ensure that our business is done in an ethical and legal manner. Your adherence to its spirit, as well as its specific provisions, is absolutely critical to our future.

We have a rich heritage of integrity and ethics, which are reflected in our Mission, Vision and Values as well as in our Compliance Program. No compliance program can substitute for our own internal sense of fairness, honesty, and integrity. We rely on everyone's commitment to demonstrate the highest degree of integrity in everything we do by making ethical decisions while fulfilling our roles and responsibilities.

Refer to *CMP-GN-005_Fraud Waste and Abuse and Compliance & HPN's Compliance Program*.

HPN COMPLIANCE WEBSITE RESOURCES

To access the most recent Compliance & OSHA Training, Compliance Plan, Code of Conduct, Compliance Policies & Procedures, and archived Compliance Newsletters, please visit:

<https://www.hpnaco.com/Compliance>

Heritage Provider Network's Group Compliance Officers

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AI and Compliance

In October 2023, President Joe Biden issued a landmark Executive order (EO) establishing new standards for Artificial Intelligence (AI) safety and security, protecting Americans' privacy, advancing equity and civil rights, standing up for consumers and workers, and promoting innovation and competition.

The EO makes it clear that managing AI risks will be a main priority moving forward, and the following are some highlights:

- ▶ Require developers of the most powerful AI systems share their safety test results and other critical information with the U.S. government.
- ▶ Develop standards, tools, and tests to help ensure that AI systems are safe, secure, and trustworthy.
- ▶ Advance the responsible use of AI in healthcare and the development of affordable and life-saving drugs. The U.S. Department of Health and Human Services (HHS) will also establish a safety program to receive reports of—and act to remedy—harms or unsafe healthcare practices involving AI..

As a reminder, as we navigate the world of AI, HPN strictly adheres to HIPAA rules related to PHI (in any format) of members/patients. Our Privacy policies clearly discourages the unauthorized use, access, disclosure and exposure of PHI in any format. Violating these rules can result in consequences ranging from termination to potential prosecution.

For more information, please contact your Compliance Officer and/or refer to *CMP-PV-016_Confidentiality of Member Information*.

REPORT FRAUD, WASTE, ABUSE NON-COMPLIANCE

- Reports are kept confidential to the extent possible and may be made anonymously.
- Report without fear of reprisal or any other penalty, including retaliation or intimidation.
- Reports may be made 24/7, to your Compliance Officer through the Compliance Confidential Hotline, by email, or by mail.

Refer to *CMP-GN-006 Whistleblower Protection* policy.