Compliance for Caregivers:
Doing the Right Thing

2026 Fraud, Waste & Abuse Training

INTELI-CARE LLC

A SMART CHOICE

Serving New Mexico Since 2003

Why Compliance Matters

Protect programs

Medicare and Medicaid only pay for covered services that are actually provided and properly supported.

Protect honest work

Your time, notes, and professional boundaries matter. Good habits protect you as well as the client.

Protect people receiving care

Clients rely on accurate, honest, respectful care. Compliance helps protect safety and trust.

Today we will cover:

- Inteli-Care Compliance Program
- What fraud, waste, ad abuse mean
- Why healthcare has these laws
- Common caregiver risk areas
- What to do – and what to avoid
- How to report concerns
- Compliance resources

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Compliance Program

&

Code of Conduct

Compliance Program

- Our compliance program helps us deliver safe, ethical care ad address problems early.

How the Program Works:

1	**Policies & guidance**	Clear rules for documentation, gifts, privacy, billing, and other risk areas.
2	**Training & education**	Orientation and annual training so personnel know expectations and how to handle questions.
3	**Monitoring & audits**	Reviews help identify risk areas, trends, and opportunities to improve.
4	**Reporting & response**	Concerns are reported, investigated, corrected, and—when needed—disclosed or repaid.

What is a Compliance Program?

A system of policies, training, oversight, and reporting that helps the organization follow the law and do the right thing.

Protects

Clients

Caregivers

Programs

Code of Conduct

Respect clients	Protect privacy	Be honest	Avoid conflicts
Treat clients with dignity, respect, and without discrimination.	Keep health and business information confidential and secure.	Tell the truth in documentation, billing, communications, and certifications.	Do not let personal interests, gifts, or outside relationships affect your work.

Following the Code of Conduct is a condition of employment. Violations may lead to discipline, up to and including termination.

Speak Up Culture

- Ask questions or report concerns through a supervisor, Compliance, or reporting tools.
- Reasonable steps are taken to keep reports confidential.
- Anonymous reporting is available.
- No retaliation for raising a good-faith concern.

If something feels wrong:

- Don't do it.
- Ask questions.
- Report it.

Health Care
Fraud Waste & Abuse

What is fraud, waste & abuse?

Fraud
Lying on purpose

Example:
Logging hours you did not work or documenting care that did not happen

Waste
Careless or inefficient use

Example:
Unnecessary visits, supplies, or avoidable costs created by poor processes

Abuse
Not following rules or standards

Example:
Billing or documentation shortcuts, or giving/receiving improper things of value

In health care, intentional deception, carelessness, and rule-bending can all create legal risk.

Why these laws exist – and the ones caregivers should know

These rules are designed to protect:

- People receiving care from unsafe, unnecessary, or financially influenced services
- Medicare, Medicaid, and taxpayer dollars from false or improper claims
- Fair, trustworthy decisions about care, referrals, and service delivery

False Claims Act (FCA)

No false claims. Services, time, and documentation must be accurate and support what was actually provided.

False Claims

Anti-Kickback Statute (AKS)

No payments, gifts, or favors in exchange for referrals or business involving federal health care programs.

Kickbacks

Exclusion / Civil Monetary Penalties

Serious violations can lead to fines, repayment, and being barred from federal health care programs.

Beneficiary Inducement

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Risk for Caregivers

How compliance shows up in a caregiver's day

1. **Before the visit**

   Check the client, schedule, and authorization. Know what care is approved.

2. **During the visit**

   Provide authorized care, follow the care plan, and keep professional boundaries.

3. **After the visit**

   Record actual time, what happened, and any changes or concerns.

4. **Always**

   Protect private information and speak up when something feels wrong.

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Common Caregiver Risks

Documentation & Billing

- Logging time you did not work
- Documenting care that did not happen
- Copying, guessing, or changing records to make them “fit”
- EVV or schedule records that do not match what actually happened

Relationships

- Accepting cash, gift cards or tips from clients or families (never allowed)
- Accepting gifts for yourself instead of for the team
- Accepting gifts over allowed limits and/or accepting gifts too frequently
- Accepting anything of value from vendors or referral sources

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Timekeeping & Documentation

DO

- Record actual hours worked
- Document care honestly and on time
- Note changes, missed tasks, and concerns accurately
- Ask for help if the care plan or schedule does not match reality

DON'T

- Add time you did not work
- Chart for visits you did not complete
- Copy/paste or guess
- Backdate or change records to hide a problem

Why it matters

- Inaccurate time or notes can become a false claim
- Good documentation protects clients, caregivers, and the organization
- If something changed, document what actually happened — not what was supposed to happen

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Gifts, Referrals & Kickbacks

- Gifts, meals, or favors can be considered illegal "kickbacks" if they are tied to referrals (such as recommending that a client use a certain provider or vendor).
- "Kickbacks" can be considered fraud or lead to False Claims under federal law.

When gifts are offered:

Never Accept

- Cash, tips, or gift cards (cash equivalents)
- Gifts tied to referrals or business.

Sometimes Allowed (with Limits)

- You may accept a gift from a client only if:
  - It is not cash
  - It is worth $15 or less
  - It is not frequent
  - It is shared with your team

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Examples: Gifts, tips, referrals & kickbacks

- A client offers cash to stay longer but asks you not to document it.
- A family member offers a gift card “just between us.”
- A vendor offers gifts to influence recommendations.
- Someone offers money or favors for sending clients their way.

Best response: Politely decline, follow policy. Ask or report to your supervisor if the situation continues or you are unsure.

Protecting Personal Boundaries

- Be kind, but do not blur lines around money, favors, or personal benefit
- Do not use a client’s information or situation for personal gain
- Follow separate privacy/HIPAA training and company policy

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Real Life Scenarios

Real-life example: Extra cash & missing documentation

Situation

"A client offers you $50 to stay longer but asks you not to document it."

What should you do?

Best response

- Politely decline the money.
- Follow your authorized schedule — or call your supervisor before staying.
- Document the actual time and what happened.
- Report the situation if the pressure continues or feels inappropriate.

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Reporting & Resources

Reporting Concerns

When something does not seem right:

1. Stop and check the facts.
2. Tell your supervisor or Risk/Compliance.
3. Use the compliance hotline/form.

Examples to report

Incorrect time or notes • Gifts/tips or referral pressure • Requests to “fix” documentation after the fact • Anything dishonest, unsafe, or retaliatory

Risk/Compliance:
info@ic-nm.com

Compliance Hotline/Form:
Click link above*

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Resources

Thank you!

Thank you for the care you provide every day.

Questions?
Reach out to your supervisor or Risk/Compliance
if you need help after training.