

**Recovery Technology Annual Corporate Compliance Report 2023**

### **Recovery Technology Corporate Compliance goals:**

1. Ensure that Recovery Technology complies with all federal and state statutes.
2. Ensure claims for services rendered are submitted accurately and timely.
3. Ensure agency practices protect against fraud, abuse and waste.
4. Ensure corporate leadership maintains up-to-date knowledge of law and standards applicable to Recovery Technology's scope of practice.
5. Ensure corporate leadership maintains up-to-date knowledge of corporate performance under this plan.
6. Ensure that services provided to Recovery Technology's consumers are reasonable and necessary.
7. Ensure that documentation of services provided to Recovery Technology consumers is timely, accurate and complete.
8. Guard against employees and contract workers providing or accepting improper inducements, kickbacks and/or self-referrals.
9. Guard against employees and contract workers behaving in an unethical manner.

### **Outcomes for 2023:**

In 2023 Recovery Technology program directors continued to conduct internal clinical audits within individual departments. Results of these audits are given to clinicians to review. Copies of these audits are also given to Recovery Technology's CEO for review. Any trends were brought to the QI team and staff meetings so that employees could be made aware the need to adjust practices to resolve errors.

During 2023, reports were run on a monthly basis to identify consumers that have not been seen recently so that clinicians could make attempts to re-engage these clients or proceed with discharge from services. Monthly reports were also generated to identify clients who required updated assessments and treatment

plans. Information from these reports were passed on to individual clinicians as well as their supervisors so that they could be addressed as needed.

There were no formal corporate compliance complaints received from LifeWays during 2023. However, there were three internal corporate compliance complaints made within Recovery Technology during this year. The complaints were investigated by the corporate compliance officer. Two of the three were unsubstantiated, the other remaining complaint was substantiated. As a result, the substantiated complaint was addressed with the clinician responsible. Inaccuracies in the documentation that led to the complaint were corrected and resolved.

Monitoring of HHS-OIG's list of excluded individuals and entities was continued during 2023, on a monthly basis for employees. Professional license verification was continued on an annual basis. Criminal history checks through ICHAT were continued on an annual basis as well. No concerns were found in this area during 2023.

All current staff at Recovery Technology continue receive training on corporate compliance annually and as necessitated by audit results. All new employees were trained on policies and procedures related to corporate compliance upon hire. The corporate compliance officer attended regular corporate compliance collaborative meetings with Lifeways staff and providers throughout 2023.