

An Important Reminder About Contractor Communication

🕒 August 1, 2014 📁 Uncategorized


As a reminder, we need to maintain the integrity of separate employer status for a contractor's employees. A number of facilities have contracted for certain services to be performed in their facility. This includes, for example, ABM or Platinum/HCSG.

Due to contracted employees working at the facility, it is important to maintain the integrity of contractors' separate operations.

Facility involvement in contractor supervision could expose both the facility and contractors to certain legal responsibilities for the actions or status of each others employees or associates and could interfere with contract performance. In order to maintain separate identity and integrity, the facility should not determine, set or recommend matters involving the following for a contractor's employees:

- a. Wage rates
- b. Fringe benefits
- c. Work schedules (The facility should not attempt to coordinate schedules of a contractor's employees.)
- d. Work assignments (If specific work is needed, the facility must go to a contractor's supervisor about the need and not directly to a contractor's employee. Further, the facility should only convey the need and not direct or recommend the contractor's methods or individuals for meeting that need.)
- e. Discipline or discharge of a contractor's employees (If there is an issue with a contractor's employee, the facility should only communicate that issue to the contractor's supervisor who should then be left to determine appropriate action(s) without directions or recommendations from the facility.)
- f. Contractors' union issues or contract negotiations
- g. Who a contractor hires

If you have questions or need clarification on specific issues, you may contact Human Resources or a company labor and employment attorney.

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Business Training Schedule Announced for August

🕒 August 1, 2014 📁 Uncategorized

- All Employees

Instructor-led training sessions will be provided in August on the following business office topics:

- Medicaid Pending
- Direct Deposit
- Resident Trust
- Deferral Strategies
- Bad Debt
- Authorizations and Notifications
- Missing Documents
- Business Office Duties and Frequency
- Weekly Business Office Meeting Template
- Private Collections

Business Office Consultants will conduct the training sessions on the dates provided in the “August Training Schedule” attachment. Employees can sign up for the sessions by going to the company website and accessing them through the Learning Management System (LMS).

IMPORTANT: These training sessions will not be available through LMS for LivingCenter employees located in the state of Georgia, due to the transition to the company’s new Learning Center. An article announcing the availability of these sessions in the new Learning Center will be provided in a future issue of InnerCircle.

Resident Trust

Resident Trust was broken into Part 1 and Part 2 for the on-line (self-paced) training sessions. The ILT session will cover information from both parts; therefore, employees need only to sign up for the **Resident Trust Part 1** ILT session.

Questions:

Contact your Business Office Consultant or Director of Business Office Operations

Attachment:

[Business Office Training Schedule August 2014](#)

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BUSINESS OFFICE TOPICS TRAINING SCHEDULE

Training session times are provided in the Learning Management System (LMS).

August		
Topic	Frequency	Date
<ul style="list-style-type: none">• Bad Debt• Deferral Strategies	2 nd Tuesday of the Month	August 12
<ul style="list-style-type: none">• Authorizations and Notifications• Missing Documents	2 nd Wednesday of the Month	August 13
<ul style="list-style-type: none">• Direct Deposit	2 nd Thursday of the Month	August 14
<ul style="list-style-type: none">• Medicaid Pending	4 th Tuesday of the Month	August 26
<ul style="list-style-type: none">• Resident Trust (Part 1 and 2)	4 th Wednesday of the Month	August 27
<ul style="list-style-type: none">• Business Office Duties and Frequency• Weekly Business Office Meeting Template• Private Collections	4 th Thursday of the Month	August 28

Compliance Crossword Contest Begins!

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The compliance crossword puzzle has now begun with the first set of questions available [here](#). **Be the first one after 2 p.m. Central Time on August 15 to submit the correct puzzle**, and your facility will have a catered event hosted by the compliance department with refreshments timed to accommodate all employee shifts.

The contest begins this month and will end in November. Every month you will be provided with four crossword questions related to compliance that you will have to answer. After all 16 questions are released, you will uncover the mystery word that will be used to win it all!

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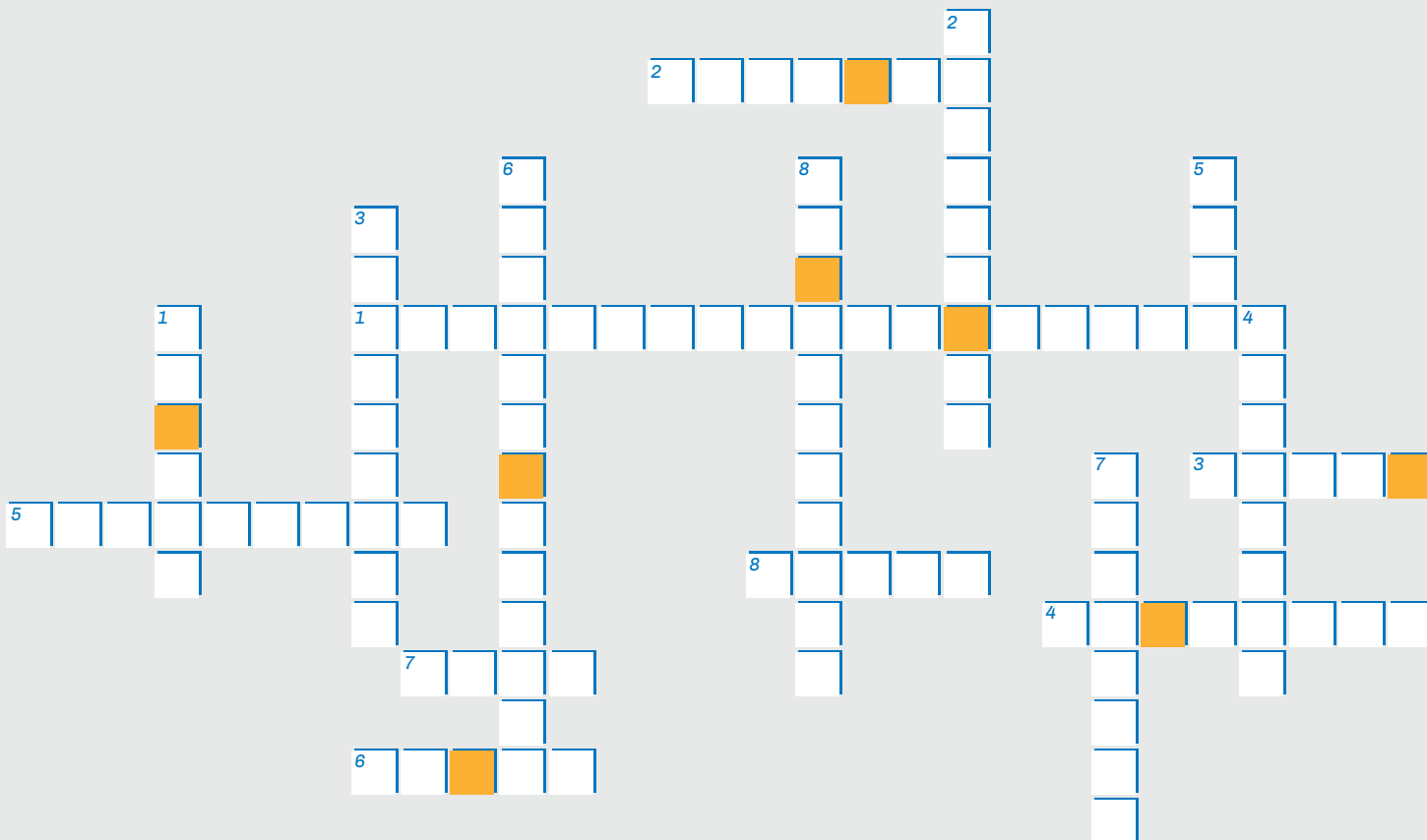
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[Compliance Crossword Puzzle Coming Soon!](#)

[Compliance Is By Your Side In "Compliance"](#)

[Compliance Reminders from Amy Brantley](#)

COMPLIANCE CROSSWORD - ROUND 1



1 Down: What is a person called who seeks to break into computer systems?

2 Down: A _____ suspends all document destruction procedures in order to preserve appropriate records under special circumstances, such as litigation or government investigations.

1 Across: Who do you notify in the event of a HIPAA or privacy incident?

3 Down: How must protected health information (PHI) be sent via email outside the company?

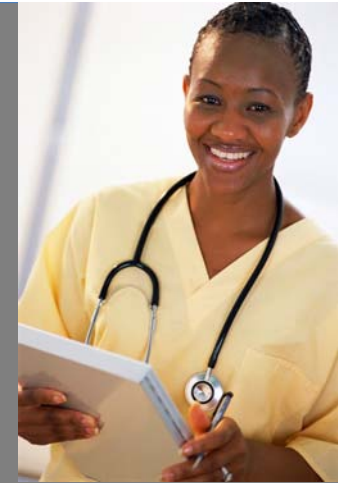


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Get Your KYN Health Screening or Default to Tier 1 Level of Coverage for 2015.



A benefit for Golden Health Plan members (Golden HSA, HRA and PPO).

[Click here](#) for participation and qualification details about the KYN FREE Health Screening Program.

[Click here](#) for a list of onsite health screening events.

2 Ways to Get Screened

- At an onsite health screening event near you or
- With your health care provider. Be sure to take the Wellness Screening Results Form with you. **[Click here](#)** to access the form on YourGoldenBenefits.com or call the HR Service Center and ask for a form.

- Look for informational posters and flyers at your location with details on how to register for an onsite health screening or use the Wellness Screening Results Form.
- Check our website **YourGoldenBenefits.com** to view a list of Onsite Health Screening Events by location and information on how to register for an onsite event near you.

Questions?

HR Service Center

888-777-2363 options 2,2,1 or

HRSC@goldenliving.com.

Naturally Slim Program

Taking Applications August 11 - 22.

The Naturally Slim program offers valuable methods to help you develop a lifestyle of eating your favorite foods while still improving health and losing weight. Our recent program of 100 participants experienced these benefits:

- 25 participants have lost over 10 pounds
- 5 have lost over 20
- 90 of the 99 have lost weight during the program
- There has been an average of 3% body weight lost

Eligibility

To apply, you must be a Golden Health Plan member (employees only) and have completed your 2013 Know Your Numbers health screening. Naturally Slim will use unique criteria based on metabolic health risk factors to determine who will be accepted into the program.

Program Begins

If accepted, participants will start the 10-week program September 8.

Program Details

For Naturally Slim program details, [click on the flyer](#). Space will be limited and not all applicants will qualify.



The flyer is titled "Naturally Slim® — Not Just Another Health Improvement Program" and is sponsored by the Know Your Numbers Wellness Program. It details the application period from August 11 to August 22, program acceptance by August 29, and program start on September 8. It also lists requirements for biometric screenings and program costs.

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Wellness

Naturally Slim® — Not Just Another Health Improvement Program
Sponsored by the Know Your Numbers Wellness Program

With the Naturally Slim program, in just 10 weeks, you'll learn and adopt healthy lifestyle behaviors that will help you lose weight, feel better and decrease your risk factors for metabolic syndrome. We are pleased to announce that a Naturally Slim program is getting ready to start. Please read for program details and how to apply.

Application Period August 11 – 22

To apply, you must be enrolled in a Golden Health Plan (employees only) and have completed your 2013 Know Your Numbers health screening. Since space is limited, Naturally Slim will use unique criteria based on metabolic health risk factors to determine who is accepted into the program.

To apply for the program,

- Complete the online application between August 11 and August 22. To apply online, go to www.naturallyslim.com/goldenliving.

Program Acceptance by August 29

- Naturally Slim will notify you via e-mail by August 29 whether or not you are accepted into the program. Additionally, they will provide more details on how to complete the 10-week program.

Program Starts September 8

- If accepted, you will start the online program the week of September 8. Space is limited and not all applicants will qualify.

* Pre- and post-program biometric screenings are required. Your 2013 Know Your Numbers health screening will fulfill the pre-program screening requirement. You will receive more information about the post screening once accepted into the program. The post program screening requirement can be fulfilled with your Know Your Numbers health screening in 2014.

No Cost to You if You Complete the Program Requirements

The program is free if you complete these program requirements.

- Complete all 10, or at a minimum 9 out of 10, videos — one video each week for 10 weeks.
- Completion of the pre- and post-course biometric screenings within the set time frames.

If you do not complete the program requirements or if you rescind participation in the program after receiving notification of acceptance, you will be responsible for \$150 of the program cost that Golden Living will advance on your behalf; \$150 will be taken in five payroll deductions of \$30 each.

A Note about Confidentiality

The information you provide to Naturally Slim will be considered confidential and will be available only to you and the program professionals. Golden Living will have no access to the personal information that you include in the online application. Furthermore, Naturally Slim cannot sell or otherwise divulge any participant information to any unauthorized party.

See next page for program details.

Get Ready for Open Enrollment — Update Your Mailing Address

Update your address in PeopleSoft to be sure you receive important information. Your mailing address and email address are used to send:

- 2015 Open Enrollment Information Kit
- 2015 Benefits Enrollment Statements that lists what plans you are eligible for and plan costs for next year
- Benefit Enrollment Announcements and Reminders

Here's How to Update Your Personal Information in PeopleSoft

Visit PeopleSoft at:

- The company Intranet page, Corporate tab, click on the PeopleSoft Self Service icon, or
- <https://hris.goldenliving.com/servlets/iclientservlet/hrprd/?cmd=login>

Your User ID and Password are the same as you use to log into your work computer. Once you are logged into PeopleSoft, you can follow these steps to make your changes: Self Service > Employee > Home > My Personal Information

From this screen, you can update:

- Home/Mailing Addresses
- Email Addresses
- Phone Numbers
- Emergency Contacts

After you enter your personal information and click "Save/Submit", the changes will be made to your file.

If you have any questions or need help, contact the HR Service Center (HRSC) at 800-777-2363 options 2, 2, 1 or Email: HRSC@goldenliving.com.