

**SUMMARY OF PERTINENT CHANGES TO THE *PINELLAS COUNTY SAFETY AND EMERGENCY SERVICES COMPLIANCE PROGRAM & CODE OF CONDUCT: A SUPPLEMENT TO COUNTY POLICES ASSOCIATED WITH AMBULANCE BILLING ORGANIZATION FUNCTIONS FOR AMBULANCE BILLING AND FINANCIAL SERVICES AND EMS & FIRE ADMINISTRATION DIVISIONS* (COMPLIANCE MANUAL)**

Following is a list of pertinent changes made to the Compliance Manual as a part of the 2018 update; the remainder of the changes were stylistic in nature:

**COVER PAGE (REVISION)**

- Specified the title of the document to clarify the divisions of Pinellas County Safety and Emergency Service to which it applies, and the billing related functions.

**SECTION I DEFINITIONS (REVISION)**

- Define what constitutes the Compliance Officer's designees.
- Define Unified Personnel System Personnel Rules and Polices as a mechanism to discipline compliance related infractions.
- Define what constitutes Pinellas County Safety Emergency Services staff as it pertains to the Compliance Manual.

**SECTION II INTRODUCTION (REVISION)**

- Specifically define the meaning and purpose of an effective compliance program.

**SECTION III COMPLIANCE PLAN (ADDITION)**

- Background related to the creation of the Pinellas County EMS Authority
- Introduce and provide an overview of the OIG's "Seven Elements" of the Compliance Program set forth in Federal Register Notice Vol 68, No 56.

**SECTION IV COMPLIANCE MANUAL (ADDITION)**

- Elaborate the specific requirements associated with each of the "Seven Elements" components.
- Specify the role of the Board of County Commissioners' designated Compliance Officer.

**SECTION V CODE OF CONDUCT (ADDITION)**

- General overview of the roles and responsibilities of staff governed by the Compliance Manual.
- Outline the process and mechanism by which discipline is applied.

- Specify the expected conduct of maintaining an environment of compliance.

**APPENDIX A ACKNOWLEDGMENT STATEMENT (REVISION)**

- Elaborate what staff is attesting to by signing the Acknowledgement Statement.

**APPENDIX B REFERENCE MATERIALS SPECIFIC TO AMBULANCE PROVIDERS (ADDITION)**

- Provide a list of standard state and federal regulations governing ambulance transportation, specifically Centers for Medicare and Medicaid Services, and where they can be accessed by staff.
- Provide a list of Department internal policies and procedures associated with ambulance billing and where they can be accessed by staff.