

HIPAA INFORMATION

The Health Insurance Portability & Accountability Act (HIPAA) is the first federal law to focus on protecting health information for all customers and giving them the right to control who has access to their information.

HIPAA describes Protected Health Information (PHI) as “any information that we create or receive from our customers that relates to their past, present or future physical or mental health condition or provision of payment”. PHI can be: name, address, employer, relative’ name, date of birth, phone or fax number, health plan beneficiary numbers, social security number, or medical record number. There are Three (3) ways that PHI is transmitted: paper, electronic or verbal.

It is every employee’s responsibility to protect PHI. Be careful what discussions you have whether inside or outside of the work environment. You never know who might be listening. Customer information can be retrieved on a “need to know” basis. If you need to see the information to perform your job then you are allowed access. If you feel that someone at your work area may be violating the HIPAA guidelines, speak to your supervisor about your concerns. When using a fax machine, ensure that the information is protected. We must make every reasonable effort to monitor all machines properly. If the information is accessed on a computer, be certain that if you leave your work area, the screen saver immediately-becomes active or you log off before you leave the area.

PHI may only be released on a “need to know” basis. The customer or the customer’s legal representative must give written authorization for information to be released. The only other way information is released is through subpoena or court order. These requests would immediately go to your supervisor or manager.

Remember, it is every employee’s responsibility to maintain HIPAA and protect customer information.

Please complete the attached test.