

## ***Protecting Clients & Their Information***

# ***HIPAA Implementation: Beyond the Basics***

## **Lorman Education Services**

Presented July 25, 2003 by:

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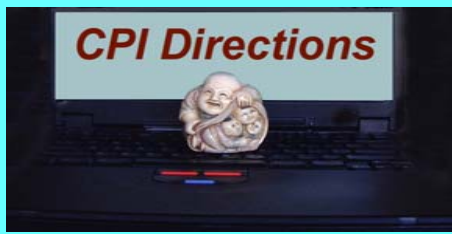
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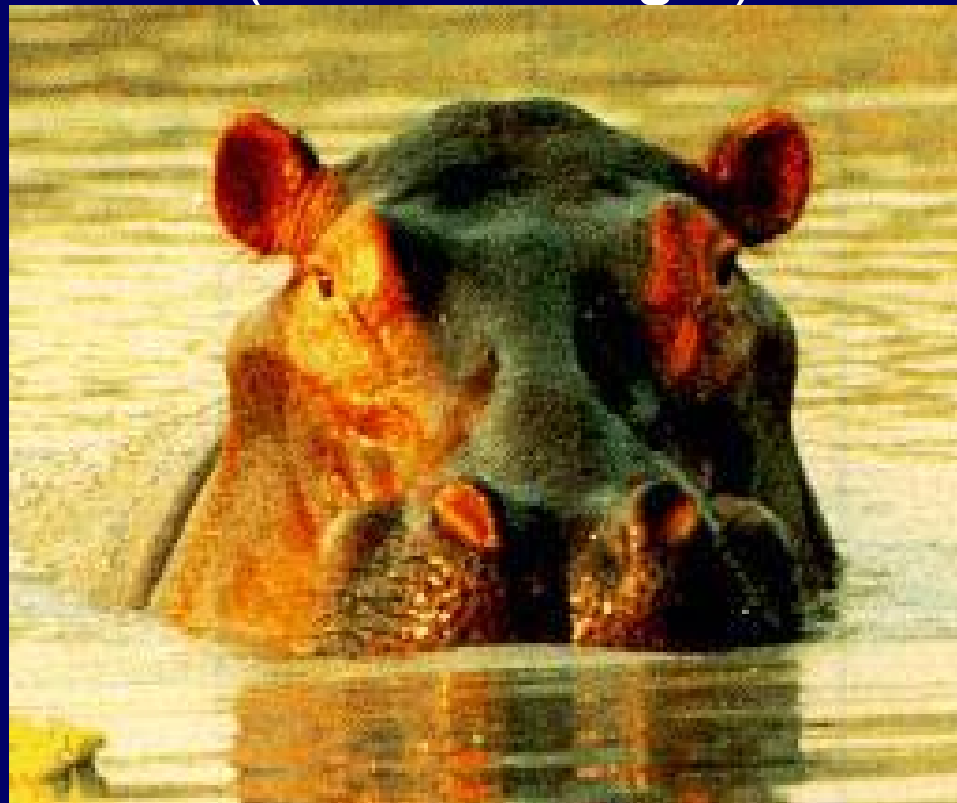
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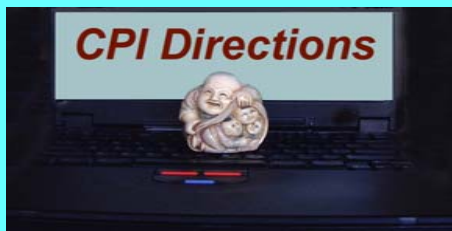
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## ***Protecting Clients & Their Information***

# ***Health Insurance Portability & Accountability Act of 1996*** **(HIPAA is Huge!)**



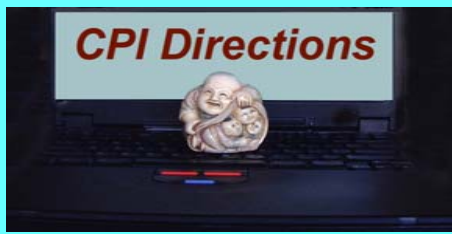


# ***Protecting Clients & Their Information***

## ***HIPAA is Huge***

**Impacts all aspects of treatment, payment and operations:**

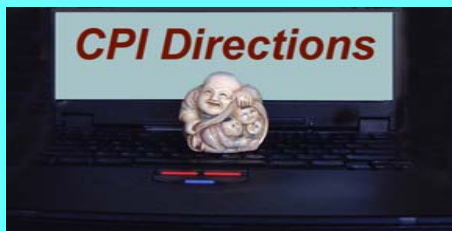
- ***Cultural Change***: whose info is it? Patient's? Providers? Insurer's?
- ***Y2K*** = single event with no punitive legal actions
- ***HIPAA*** = possibility of on-going erosion of profit margins + civil, criminal penalties (including prison)
- ***Push toward standard electronic transactions***: major restructuring of administration of paper processes & staffing
- ***Corporate restructuring & firewalls***: requires legal, administrative, technical, & physical-space transformations
- Implementation cost: ***\$22B over 5 years*** for hospitals alone (AHA)
- ***Minimum Necessary rule***: prohibits common practices, ranging from *talking in elevators* to providing insurance companies with *whole chart*
- ***Pre-empts State laws*** that provide less privacy



## ***Protecting Clients & Their Information***

# ***HIPAA Administrative Costs (\$M)***

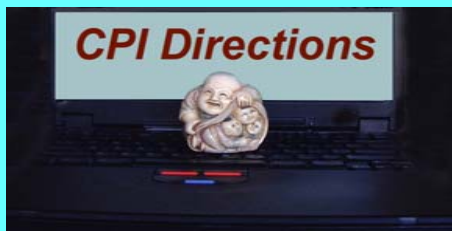
<b>HIPAA Provision</b>	<b>Cost Yr 1 (2003)</b>	<b>Ave. Cost (Yrs 2-12)</b>	<b>Ave. Cost (2003-12)</b>
Develop P & P	597.7	0	597.7
Minimum Necessary	926.2	536.7	5,756.7
Privacy Official	723.2	575.8	5,905.8
Accountings	261.5	95.9	1,125.1
BAs & BACs	299.7	55.6	800.3



## ***Protecting Clients & Their Information***

# ***HIPAA Administrative Costs (\$M)***

<b>HIPAA Provision</b>	<b>Cost Yr 1 (2003)</b>	<b>Ave. Cost (Yrs 2-12)</b>	<b>Ave. Cost (2003-12)</b>
NPP Provisions	50.8	37.8	391.0
*Consent	166.1	6.8	227.5
Access/Copying	1.3	1.7	16.8
PHI Amendment	5.0	8.2	78.8
Research	40.2	60.5	584.8
Training	287.1	50.0	737.2

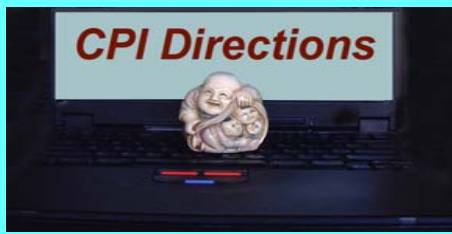


## ***Protecting Clients & Their Information***

# ***HIPAA Administrative Costs (\$M)***

<b>HIPAA Provision</b>	<b>Cost Yr 1 (2003)</b>	<b>Ave. Cost (Yrs 2-12)</b>	<b>Ave. Cost (2003-12)</b>
De-ID PHI	124.2	117.0	1,177.4
Health Plans	52.4	0	52.4
Complaints	6.6	10.7	103.2
<b>Total*</b>	<b>\$3,242.0</b>	<b>\$1,556.9</b>	<b>\$17,554.7</b>

\*Note: Numbers may not add due to rounding

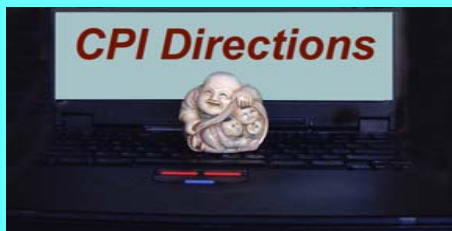


## ***Protecting Clients & Their Information***

### ***HIPAA Privacy Costs (Average per Year\*)***

<b>SIC</b>	<b>Industry</b>	<b>Yr 1</b>	<b>Yrs 2-10</b>
8010	Doctors Office	\$3,703	\$2,086
8050	Nursing Care	\$8,301	\$4,676
8060	Hospitals	\$101,999	\$38,244
8070	Medical & Dental Labs	\$3,169	\$1,785
5910	Pharmacies	\$6,436	\$3,625

**\*Source: Office of Advocacy, U.S. Small Business Administration, from data provided by the Bureau of the Census, Statistics of U.S. Businesses, 1997**

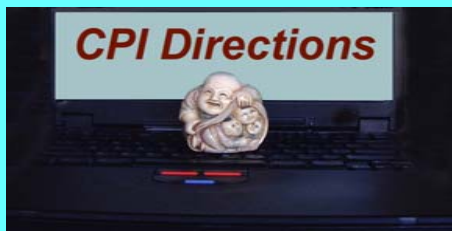


## ***Protecting Clients & Their Information***

### ***HIPAA Cost Estimates\****

- **TCS for 200-300 bed hospital: \$775K- \$3.5M over 10 years; compared with HHS estimate of only \$100K-\$250K**
- **50-member physician practice: \$75K-\$250K**
- **Health plans, clearinghouses & billing companies are making capital investments (to be passed on to providers)**

***(\*Tillinghast-Towers Perrin, NY Commissioned by BC-BS, 2001)***

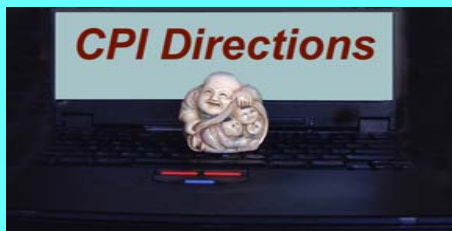


## ***Protecting Clients & Their Information***

### ***HIPAA Timeline & Deadlines***

- **August 1996:** Congress passes HIPAA
- **August 1998:** Congress fails deadline to publish HIPAA implementation rules; HHS takes over the process
- **1998-9:** Proposed HIPAA rules formulated & published
- **August 2000:** Final *Transaction Rules* published
- **December 2000:** Final *Privacy Rules* published
- **December 2001:** ASCA - Final *TCS Rule* extension to 10-2003, if implementation plan filed by 10-15-02 & testing begun by 4-15-03
- **March 2002:** HHS proposes changes to Final *Privacy Rule*
- **May 2002:** Final Rule *Employer ID Rule*, comply by 7-30-2004
- **May 2002:** HHS proposes changes to Final *Transactions Rule*
- **August 2002:** Final Privacy Rules revisions, comply by 4-14-2003
- **October 15, 2002:** 1-Yr TCS extension requests to be filed by Midnight
- **February 20, 2003:** Final Security Rules published, comply by 4-20-2005

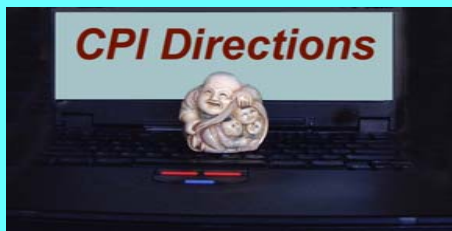
***Privacy Compliance by APRIL 14, 2003!***



## ***Protecting Clients & Their Information***

### Some recent **HORROR** stories

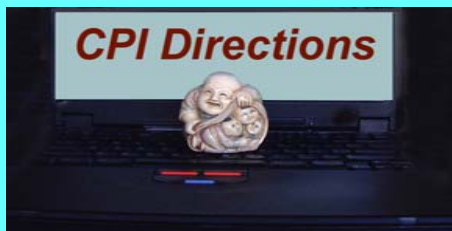
- Large Pharmaceutical Company: Revealed >600 patient e-mail addresses when it sent a message to every individual registered to receive reminders about taking Prozac.
- Major Medical Research University: 1) Mistakenly posted the MH records of 20 children on a public Web site. 2) Mailed a survey to 1200 transplant recipients participating in a long-term research study and mistakenly revealed the names of those who had donated their kidney to the recipients.
- National Retail Drug Chain: Customers pick up prescriptions and sign a log to indicate that they do not want counseling of the pharmacist. Drug chain staff takes the signature (written on a gum-backed sticker) and puts it on a form authorizing the drug store to use the customer's prescription record for promotions.



## ***Protecting Clients & Their Information***

### ***Some General HIPAA Terms***

- **Covered Entity (CE)**: Health Plans, Clearinghouses, Healthcare Providers that transact PHI electronically
- **Business Associate (BA)**: Indirectly covered - Attorneys, IT vendors, consultants, transcription services, etc.
- **Protected Health Information (PHI)**: individually identifiable health info that relates to past, present, or future health; written, oral, stored in any media
- **TPO**: routine uses and disclosures for Treatment, Payment, Healthcare Operations
- ***Authorization*** to use / disclose PHI non-TPO activities
- ***Minimum Necessary***: Role-, use-based *need to know*



## ***Protecting Clients & Their Information***

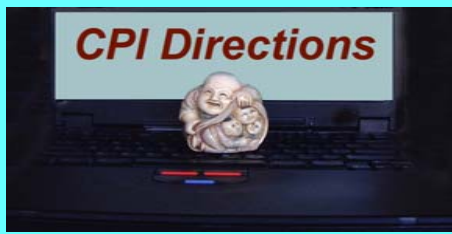
# ***Privacy: Uses & Disclosures of PHI***

### **Minimum necessary principle**

*Reasonable efforts* to ensure that only *minimum necessary* PHI is used/ disclosed, except:

- **To provider for treatment**
- **To the patient**
- **To HHS pursuant to a privacy investigation**
- **As required by Federal or other law**

Categorize workforce by *need to know* and establish P&P's to limit inappropriate use & disclosure. CE must limit its own requests for PHI (from other CE's) to the *minimum* needed.

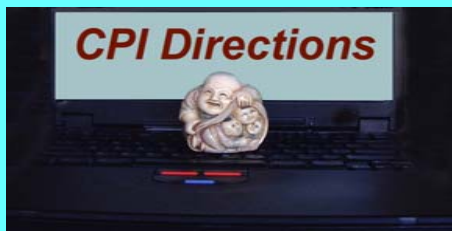


## ***Protecting Clients & Their Information***

### ***Designated Record Set***

A group of records maintained by or for a CE that is:

- The medical records and billing records about individuals maintained by or for a covered health care provider, or
- The enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan, or
- Used, in whole or in part, by or for the CE to make decisions about individuals.



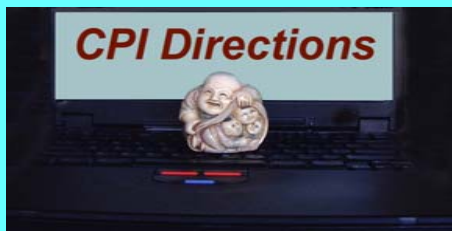
## ***Protecting Clients & Their Information***

### **Two required uses & disclosures of PHI:**

- To the individual who is the subject of the records
- To HHS & OCR to investigate compliance with HIPAA

### **Permitted uses and disclosures of PHI:**

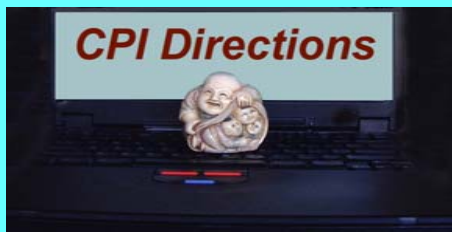
- With patient notice for Treatment, Payment, and health care Operations (**TPO**)
- Without notice in *emergencies* for *TPO*
- For any purpose, with a signed-authorization
- With an opportunity to *opt-out* prior to use or disclosure: limited to *patient directory* listing & fundraising
- When PHI is de-identified
- When the *public good* permits the disclosure
- Legal requests (regulators, courts)



## ***Protecting Clients & Their Information***

### ***Overview of 5 HIPAA Rule-Sets***

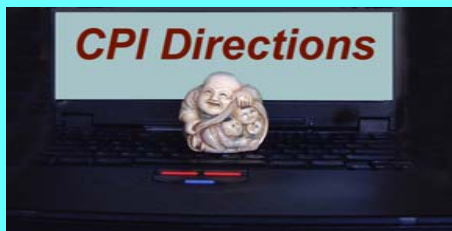
- **Transaction Standards**: standardizes and reduces the current # of electronic formats (claims, eligibility, etc.)
- **Privacy Standards**: provides that our *PHI* will be protected from *bad* uses and disclosures, and provides the patient/client with certain *controls* and *rights*
- **Security Standards**: aim is to protect the integrity, confidentiality, and availability of *PHI*
- **Employer/Provider Unique IDs**: unique identifiers for providers & employers to facilitate transfer of information to/from health plans, clearinghouses, payers, etc.
- **Enforcement Standards**: HHS & OCR oversight & enforcement methodologies, penalties for non-compliance



## ***Protecting Clients & Their Information***

# ***Components of Transaction Rules***

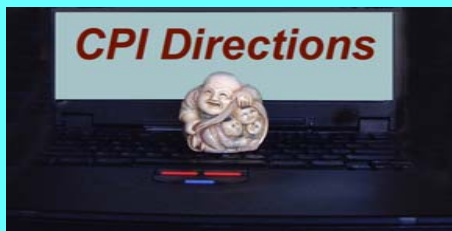
- **Healthcare claims (or equivalent) encounter**
- **Enrollment/Disenrollment in a health plan**
- **Eligibility for a health plan**
- **Healthcare payment & remittance advice**
- **Health plan premium payments**
- **Health claim status**
- **Referral certification & authorization**
- **Coordination of benefits**



## ***Protecting Clients & Their Information***

# ***Components of Privacy Rules***

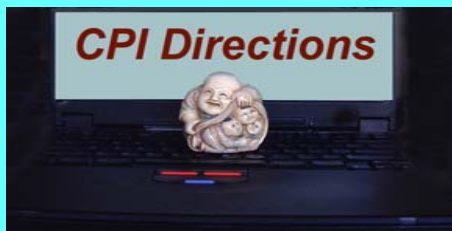
- **Covered entities**
- **Consumer controls & Notice of Privacy Practices**
- **Authorizations & Restrictions**
- **Administrative requirements**
- **Uses and disclosures of PHI**



## ***Protecting Clients & Their Information***

# ***Components of Security Rules***

- **Security administration**: training, contingency planning assigned responsibility, etc.
- **Physical safeguards**: facility access, work station use & security, etc.
- **Technical security**: access & audit controls, authentication, etc.



## ***Protecting Clients & Their Information***

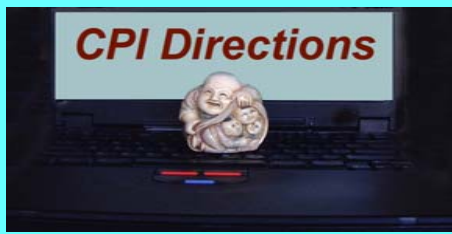
### **TPO: What is meant by Treatment?**

**Provision, coordination, or management of health care, & related services by health care provider, including:**

- **Coordination or management of healthcare by a provider with a 3<sup>rd</sup> party consultation(s) among providers relating to a patient**
- **Referral of a patient for health care from one health care provider to another**

**Direct treatment relationship: E.g., hands-on exam, verbal assessments (in-person or even on the telephone), filling an Rx at the pharmacy.**

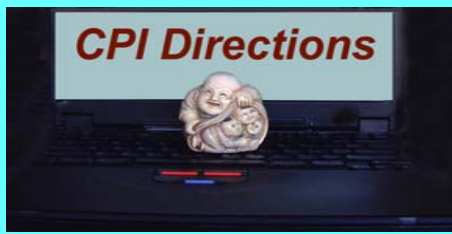
**Indirect treatment relationship: E.g., remote consults, diagnoses, laboratory work-ups, and radiological readings.**



## ***Protecting Clients & Their Information***

### **TPO: What is meant by Payment?**

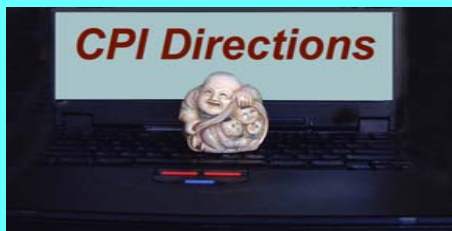
- Review of care for medical necessity, health plan coverage, appropriateness of care, justification of charges
- UR activities, pre-certification and preauthorization of services, concurrent and retrospective review of services
- Determinations of eligibility or coverage, coordination of benefits and adjudication of claims
- Billing, claims management, collection activities
- Disclosures to reporting agencies re collection of payments: Name, address, SSN, DOB, payment hx, acc' #, name and address of provider and/or health plan
- Risk adjustments of amounts due based on enrollee health status and demographic characteristics



## ***Protecting Clients & Their Information***

# ***TPO: What are Health Care Operations?***

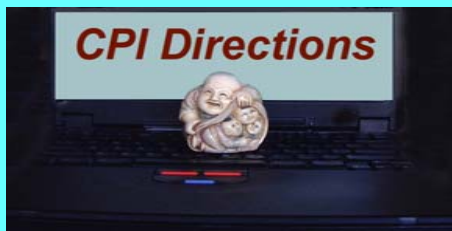
- **Case management/coordination, contacting providers & patients re treatment alternatives, related functions**
- **Workforce evaluation, training, activities re accreditation, certification, licensing, credentialing**
- **Peer review, legal services, auditing functions re fraud, abuse detection, compliance**
- **Outcomes analysis, activities re performance improvement**
- **Formulary development and administration**
- **Grievance resolution**
- **Due diligence in connection with the sale or transfer of assets**
- **HIPAA implementation & compliance**



## ***Protecting Clients & Their Information***

# ***HIPAA Requirements***

- **Policies and procedures**: Create & implement a privacy P&P **set**. Having a “policy” is **not adequate**; P&P ***set*** must take into account the CE’s size and type of operations
- **Privacy Official**: Requires (documented) appointment of an individual to be accountable for the development implementation of privacy policies & procedures
- **Training**: All workforce members by April 2003. Initial, and on-going as privacy P&P’s change. Workforce includes Board, employees, volunteers, trainees, etc.



## ***Protecting Clients & Their Information***

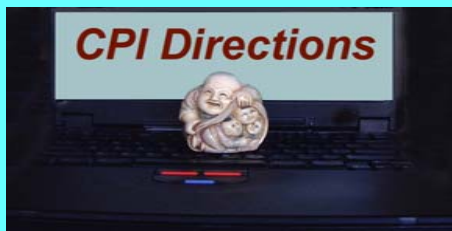
### ***Individual (Patient) Rights***

#### **Notice of privacy practices (NPP):**

Individuals have the right to be notified of the types of uses and disclosures of PHI that may be made by a CE. They also have the right to be notified of their individual rights and the CE's legal duties with respect to PHI.

#### **Signed-Acknowledgements (for receipt of NPP):**

Direct treatment providers to make "good faith effort" to obtain signed-acknowledgement by initial visit.

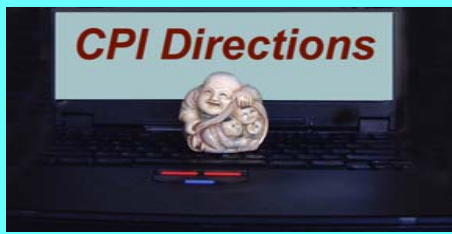


## ***Protecting Clients & Their Information***

### ***Distribution of the NPP***

The *Privacy Notice* is a public document, and HHS anticipates that people will use it when making choice-decisions among various providers, health plans, and clearinghouses. Consequently, the *Privacy Notices* may be distributed to any person, not just patients and consumers of the CE's services and products.

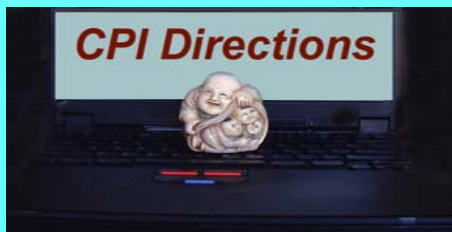
- **Direct treatment providers: provide the *Notice* to patients by the first service-delivery date on or after April 14, 2003. Post *Notice* clearly and prominently at office, examining room, or other service-site, and copies of the *Notice* must be available at the site(s) for patients take with them. If and when the *Notice* is revised, the provider must make it available upon request on or after the effective date of the revision.**
- **Indirect treatment providers are required to make the *Privacy Notice* available upon request.**



# ***Protecting Clients & Their Information***

## ***Contents of the NPP***

- 1. Disclosure & Use of PHI**
- 2. Contacting the patient**
- 3. Patients Rights**



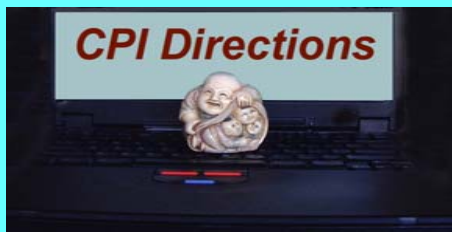
## ***Protecting Clients & Their Information***

### ***Individual (Patient) Rights***

**Right of an individual to request confidential communications & restrict PHI uses and disclosures:**

Need P&P to accept and/or deny requests, respond to requests, and track requests accepted by the CE

**Authorizations for uses and disclosures:** Authorization prior to PHI use or disclosure for most non-TPO purposes. Patient has right to revoke authorization. E.g., psychotherapy notes, research without an IRB waiver, press & media events, most marketing activities

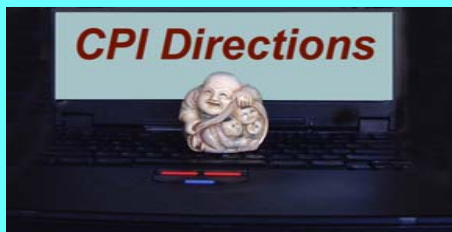


## ***Protecting Clients & Their Information***

# ***Privacy: Authorizations***

## **Components of an Authorization Form:**

- A description of the information to be used or disclosed
- ID's the persons authorized to make use or disclosure
- ID's the persons who use, or to whom the CE may make the disclosure
- Description of each purpose of the use or disclosure. May be as simple as, "at the request of the individual".
- An expiration date or an expiration event that relates to the individual or the purpose of the use or disclosure. For research purposes, may be "end of research study", or "none".
- Signature of the individual and date



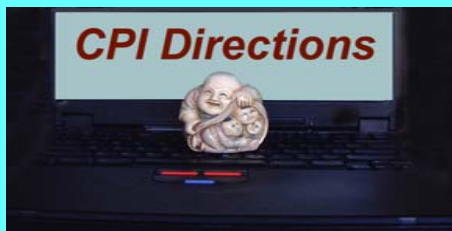
## ***Protecting Clients & Their Information***

### ***Individual (Patient) Rights***

**Access to PHI:** Access, inspect, and obtain a copy of the individual's PHI in the ***designated record set***. There are exceptions to this requirement, time frames for compliance, and specific required processes that must be implemented.

**Right to amend:** Amend the PHI. Requirements for addressing requests include timely action, accepting or denying the amendment, informing the individual, etc.

**Right to accounting of disclosures of PHI:** Right to an accounting of PHI disclosures within the last 6 years, or since compliance was first required for the CE. Exceptions for disclosures for **TPO**, disclosures pursuant to an authorization



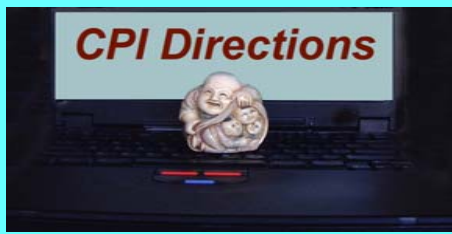
## ***Protecting Clients & Their Information***

### ***Requests for Access to PHI***

**Mandated access, except when the request involves:**

- PHI for use in court or administration proceeding
- Psychotherapy notes
- Some lab/radiological results (e.g., PHI subject to CLIA)
- Correctional institution
- Previous agreement to temporary denial of access, e.g. incomplete research
- Requirements of the Privacy Act of 1974 (e.g., compiled by CIA, etc.)
- PHI obtained from someone other than a Tx provider under a promise of confidentiality, & access may reveal source

**Note: In all of the above cases, denial without a process-review may occur**

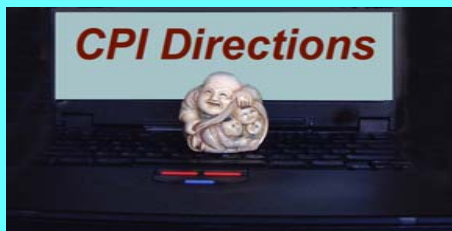


## ***Protecting Clients & Their Information***

# ***Requests for Access to PHI***

### **Process-review of the denial when:**

- LIP determines that access may endanger life/physical safety (e.g., depressed patient may become suicidal)
- PHI refers to another person and LIP determines access likely to cause substantial harm (e.g., “other person” is a relative who PHI about patient’s aggressive behaviors)
- Access requested by personal representative and LIP determines access may cause substantial harm to the patient or another person (e.g., “personal representative” is a likely 3<sup>rd</sup> party to a case of domestic violence)

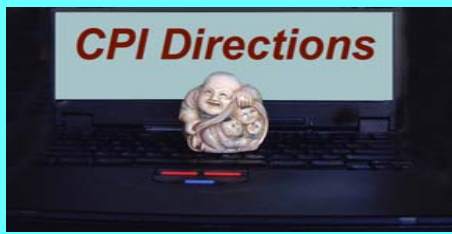


## ***Protecting Clients & Their Information***

### ***Requests for Access to PHI***

#### **Deadlines for CE's actions:**

- 30 days: For PHI maintained or accessible on-site
- 60 days: For PHI not maintained or accessible onsite

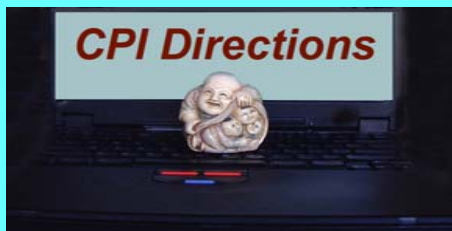


## ***Protecting Clients & Their Information***

### ***Requests for Access to PHI***

**Only one 30-day extension allowed; CE must provide written statement noting:**

- Reasons for the delay
- Date by which CE will complete its action
- How the individual can make a complaint to the CE or the Secretary of HHS or OCR
- The name or title and telephone # of the CE's contact Privacy Official or Office



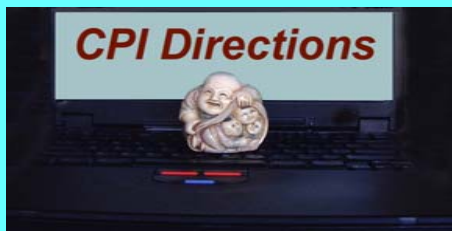
## ***Protecting Clients & Their Information***

### ***Denial of Access to PHI***

**Individual must be informed of the *decision-to-deny* in a statement written in plain language, noting:**

- The basis for the denial
- How the individual may complain to the CE, HHS, or OCR
- The name or title & telephone # of CE's contact person
- (w/a) Where PHI not maintained by the CE may be accessed
- (w/a) Individual's right to a review the denial and how the individual may exercise this right\*

**\*Note: CE must designate an LIP to act as a reviewing official (not involved in the original decision. CE must promptly provide written notice of the reviewing official's decision & carry out the decision.**

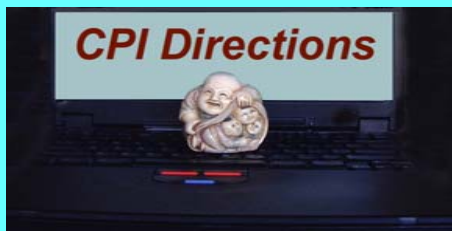


## ***Protecting Clients & Their Information***

### ***Requests for Amendments to PHI***

- CE may require requests to be in writing. *Written* request must be stipulated in advance, usually in ***NPP***.
- CE may deny the requested amendment if PHI:
  - **Is accurate and complete**
  - **Is (by law) not accessible to the individual**
  - **Is not part of the patient's designated record set (DSR)**
  - **Was not created by the CE**
- CE must act on the request within 60 days of receipt of the request.
- Deadline may be extended by 30 days (once!)
- CE must inform the individual in writing, within the initial 60-day period, of the reason for any delay and the date by which the CE will complete its action on the request.

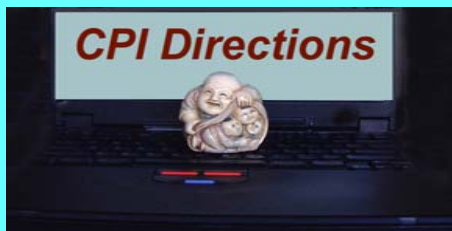




## ***Protecting Clients & Their Information***

### ***Requests for Amendments to PHI*** **Granting Requests**

- Identify the DRS affected by the amendment
- Inform the individual that the amendment is accepted
- Amend the DRS, or provide a link to the location of the amendment. Expunging NOT required. May expunge PHI if consistent with applicable law and CE's record practices.
- (w/a) Obtain individual's agreement to have the amended information shared with other concerned persons
- (w/a) Within a reasonable time, provide copy to:
  - **Persons ID'd by patient that have received the unamended PHI**
  - **BA's that have received the unamended PHI**



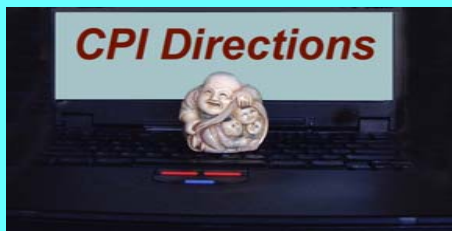
## ***Protecting Clients & Their Information***

# ***Requests for Amendments to PHI***

## **Denial of Requests**

**Statement of denial, written in plain language, contains:**

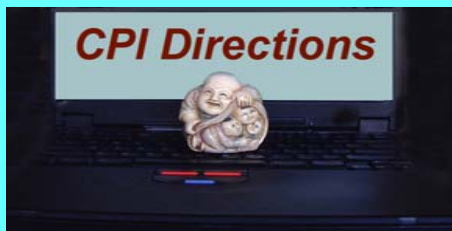
- The basis for the denial
- Right to submit a written statement disagreeing with the denial and how the individual may file such a statement
- Right to request that the CE include the request for amendment and the CE's denial of the request with any future disclosures of the PHI
- How to complain to the CE, HHS, or OCR
- The name or title, & telephone number, of the designated contact person who handles complaints for the CE



## ***Protecting Clients & Their Information***

### ***Accountings of PHI Disclosures***

- Research pursuant to IRB waivers
- Suspected abuse reporting
- Underage pregnancy reporting
- Communicable disease reporting
- Disclosures to law enforcement
- State neonatal reporting
- Birth defects registry
- Batch P.H. disclosures to State
- Cancer registry
- Trauma registry
- Death registry
- Poison control
- County medical examiner
- Disclosures to funeral homes
- Reporting to FDA
- Privacy Breaches

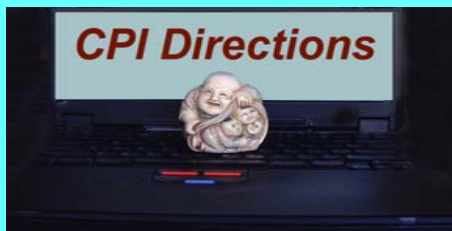


## ***Protecting Clients & Their Information***

### **Uses & disclosures of PHI for marketing**

*“To make a communication about a product or service that encourages recipients of the communication to purchase or use the product or service...” Exceptions for:*

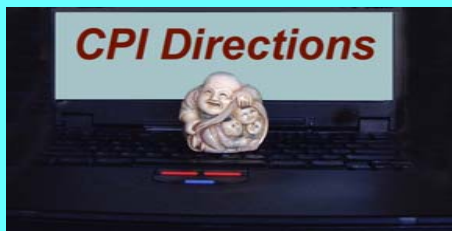
- Descriptions of products or services
- Replacements or enhancements of products or services
- Treatment communications
- Most face-to-face communications
- Providing items of nominal value (e.g., calendars, pens with provider's name)



## ***Protecting Clients & Their Information***

# ***Research, as Defined by HIPAA***

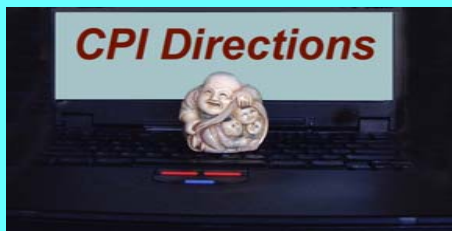
**“.....a systematic investigation, including research development, testing, and evaluation, designed to develop or contribute to generalizable knowledge.”**



## ***Protecting Clients & Their Information***

### ***Research WithOUT an Authorization***

- Written IRB or Privacy Board approval
- Preparatory to Research
- Research on PHI of Decedents
- *Limited Data Set & Data Use Agreement*
- *De-identified Data Set*



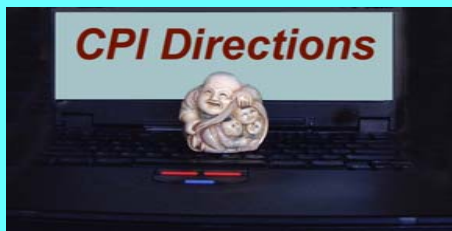
# ***Protecting Clients & Their Information***

## Identifier

## De-ID'd

## LDS

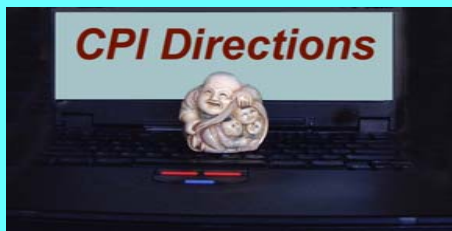
• Name	X	X
• Address components	X	Town, State Zip code OK
• All elements of dates	X	Dates OK
• Telephone or fax number	X	X
• E-mail, URL, IP addresses	X	X
• Social Security number	X	X
• Driver's license number	X	X
• Medical record number(s)	X	X
• Health plan numbers	X	X
• Account numbers	X	X
• Certificate, license #'s	X	X
• Vehicle identifiers	X	X
• Medical device identifiers	X	X
• Biometric identifier	X	X
• Photographic images	X	X
• Other unique identifiers	X	Minimum Necessary Rule



## ***Protecting Clients & Their Information***

### ***Contents of a Data Use Agreement (DUA):***

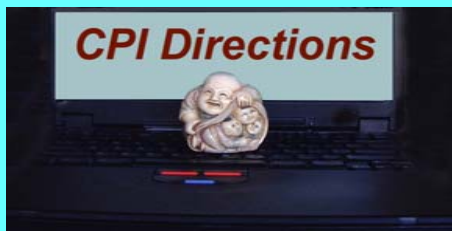
- Establish who is permitted to use or receive the LDS
- Establish permitted use / disclosure by the researcher
- May not authorize the researcher to (re)disclose the LDS in manner that would violate HIPAA
- State appropriate safeguards to prevent use or disclosure of the information other than as provided for by the DUA (including safeguards implemented by agents & subcontractors)
- Require reporting to the CE of any use / disclosure not provided for by the DUA
- May not (re)identify the LDS or contact subjects



## ***Protecting Clients & Their Information***

### ***Research WITH an Authorization***

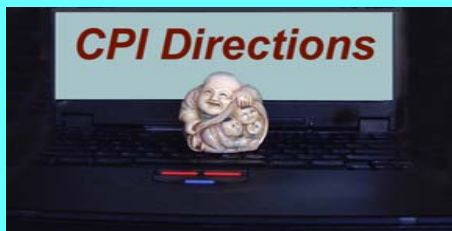
- Requires *HIPAA compliant “authorization”*, but with some differences.....
- Possibility of “open ended” expiration date
- May be combined with a consent to participate in the research



## ***Protecting Clients & Their Information***

### ***Tracking the HIPAA HIPPO***

- NPPs & Acknowledgements
- Authorizations
- Patient requests, denials, and complaints
- Workforce Awareness Training
- Disclosure accountings
- Confidential communications
- Agreed-upon restrictions
- Opt-outs from fundraising
- Opt-outs from facility directory
- BACs, DUAs, LDSs
- Amendments of PHI in various sections of the medical record, electronic databases, and already disclosed to other providers & BAs
- Identifiers of PHI in various places in the Designated Record Set (DRS)
- *Breaches* in HIPAA rules
- Etc., etc., etc., etc.

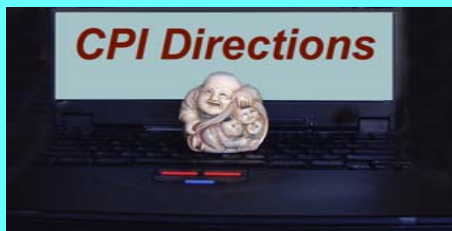


## ***Protecting Clients & Their Information***

### **Two HIPAA Realities:**

**“HIPAA is a marathon, not a 100-yard dash”**

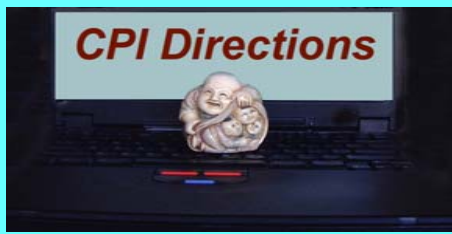
**“HIPAA will require the same internalization into organizational process as did the Medicare & Medicaid regulations, and that took a decade”**



## ***Protecting Clients & Their Information***

### ***CPI's HIPAA Services & Work-Products***

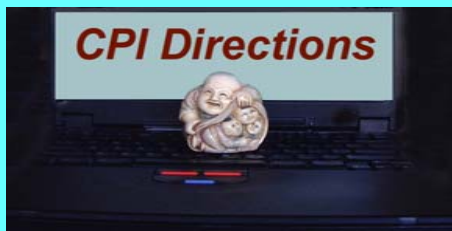
- Practice-specific HIPAA policies and procedures
- Workflow, gap and risk analyses for the HIPAA transactions, privacy, security, and unique identifier rules
- Remediation reports for HIPAA transactions, privacy, security, and unique identifier rules
- Statistical services, including de-identification of protected health information
- Electronic HIPAA databases and applications for tracking and reporting use and disclosure of PHI
- Development and implementation of electronic medical records (EMRs)



## ***Protecting Clients & Their Information***

### ***CPI's HIPAA Services & Work-Products***

- “Roadmaps” & checklists
- HIPAA awareness orientation and training, seminars, workshops for all levels of the workforce
- Templates for the Notice of Privacy Practice, Acknowledgement & Authorization Forms, Business Associate Contracts, Trading Partner Agreements, Data Use Agreements
- Policy & procedure outlines
- E-mail Q&A service and HIPAA advisory
- Privacy Officer services, including administration of consumer “rights” and resolution of complaints



## ***Protecting Clients & Their Information***

For additional information, please contact:

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**Chief Operations Officer**

**Privacy, Quality Management & Regulatory Affairs**

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