



HIPAA

Privacy and Security Training

HIPAA

Health Insurance Portability and Accountability Act

Logic behind HIPAA Laws

- Protect Personal Privacy
- Applies to all members and employees of Civitan
- Prevent Crime
- Protect personal health information from criminals who may use it to steal money, credit and commit other crimes by using information of other individuals

How does HIPAA apply to Civitan?

Since the work at Civitan allows access to member information such as medical and financial records we are considered a “covered Entity” by the HIPAA Act

The new HIPAA guidelines provide the required steps to protect personal health information, in all forms, from the past, present and future.

Responsibilities of Civitan Employees:

- Follow all Civitan confidentiality & HIPAA policies and procedures as well as state specific guidelines.
- Understand the HIPAA policy and security rules

HIPAA Terminology

- Protected health information in electronic format:
 - Computers, networks and other electronic systems
 - All phones including smart phones
 - Texts and emails

- Computer discs, flash drives, external hard drives or any other means of capturing and saving information.
- Copy machines, scanners and faxes
 - This applies to PHI (personal health information) in any form that is created or received by Civitan which is easily identifiable.

The new HIPAA guidelines also include people and organizations associated with Civitan:

Organizations or individuals who are not employees, who work with Civitan and have access to PHI will be held accountable by Civitan to uphold the HIPAA privacy policies and procedures.

- Disclosure means to release PHI for treatment, medical payments, healthcare operations and requests by members or legal guardians.
- All requests for PHI **must** be addressed by the Civitan Privacy Officer. No other employee or business associate is to disclose this information.
- For any request to disclose information, only the minimum amount and type of information requested should be disclosed.

The Rights of all Members

- Copy and inspect their PHI
- Request amendments
- Restrict disclosures to others
- File a privacy complaint
- Send or receive digital copies of their PHI
- These rights also apply to legal guardians

Most common HIPAA violations

- Employees discuss PHI in public and are overheard
- Improperly shredded PHI recovered from trash
- Curious employees looking at records
- Hackers or criminals tricking employees
- Poorly trained or careless staff or business associates
- Terminated employees who gain access and steal PHI

Ways to Protect PHI

- Never access records of friends, family or others unless authorized.
- Provide only the minimum necessary PHI needed
- Lock up PHI, turn over or cover when not in use
- Report accidental disclosures to your supervisor or HIPAA privacy office immediately
- Don't discuss PHI or members outside of work

- Dispose of PHI according to Civitan's disposal policy
- Protect PHI on all electronic devices
- **Emergencies: Member safety ALWAYS supersedes HIPAA regulations**

Ways to Ensure Security

- Never access records unless authorized
- Be vigilant of hackers and scammers – Verify identities.
- Passwords must be at least 8 characters and contain at least one capital letter and one number or symbol

Example: Matilda25#

- All computers must have screen savers that activate after 10 minutes of inactivity.
- Never leave files containing PHI unattended
- Always file, lock or shred PHI
- Immediately report security violations
- Never give out your password or use anyone else's password

Civitan's HIPAA Responsibilities

- Create privacy policies and procedures
- Assign a HIPAA Security Officer
- Train all employees and business associates
- Provide data safeguards
- Address any privacy complaints
- Ensure no retaliation against anyone filing a complaint or assisting in an investigation.
- Keep and maintain documentation per HIPAA guidelines

Obligations of Civitan employees and Business Associates:

- Follow Civitan's confidentiality & HIPAA policies and procedures
- Understand privacy and security rules
- Be aware of surroundings when discussing any member information
- Maintain and protect member documentation
- Report any possible HIPAA violations whether they are accidental, questionable or deliberate **immediately**.