



PHI Inquiries from Business Associates, Public Health, Attorneys, Court Orders and Subpoena Procedure (BEN-P011)

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

- 1.1 This procedure describes the process in which Risk Management addresses inquires made from, but not limited to Business Associates, Public Health, Attorneys, Court Orders and Subpoenas at the Washoe County School District.

2.0 RESPONSIBILITY:

- 2.1 Risk Manager

3.0 APPROVAL AUTHORITY:

(Approval signature on file)

Signature

Date

- 3.1 Risk Management Senior Technician

4.0 DEFINITIONS:

- 4.1 RM – Risk Management
- 4.2 Business Associates – Third Party Administrator’s, Utilization Review Firms, Preferred Provider Panel, Prescription Benefits Manager, Benefit Consultant, Vision Insurance Company
- 4.3 PHI – Protected Health Information
- 4.4 Privacy Officer – Risk Manager

5.0 PROCEDURE:

Business Associates and Public Health Inquiries

- 5.1 A business associate contacts Risk Management with an inquiry on a member.
- 5.2 Risk Management Technician, Program Technician, or Risk Manager verifies the identity of the business associate.
- 5.3 The RM staff can release any enrollment and claim information and answer any questions pertaining to the member covered.
- 5.4 The RM staff will log the inquiry from Public Health in the WCSD Group Health Plan Internal Log of PHI Inquiries (BEN-F010).
- 5.5 It is not necessary for the RM staff to contact the member for written or verbal authorization.

Attorney Inquiries

- 5.6 If Risk Management receives an inquiry from an attorney, the attorney must have the patient’s written and notarized authorization prior to any release of information on any member.

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Court Orders or Subpoena

5.7 If Risk Management receives a court order or subpoena, the Privacy Officer, or his/her appointee shall notify the member upon release of the information in response to the court order or subpoena.

5.7.1 The RM staff will log the inquiry in the WCSD Group Health Plan Internal Log of PHI Inquiries.

Other Inquiries

5.8 The Privacy Officer will be notified of any other inquiries prior to the release of any PHI.

6.0 ASSOCIATED DOCUMENTS:

6.1 WCSD Group Health Plan Internal Log of PHI Inquiries (BEN-F010)

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
WCSD Group Health Plan Internal Log of PHI Inquiries	Risk Management Files	99 years	Discard as desired	Standard file cabinet in secure office

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
6/2/05	A	Initial Release
5/15/07	B	Corrected typographical errors in 1.1 and 4.2; added 4.4; renamed form identification in 5.4, 5.7.1, 6.1, and in Record Retention Table

***** End of procedure *****