



Important Reminder to Protect Patient Confidentiality – Protected Health Information (PHI) Includes Claim Numbers

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community, and we are committed to continuously improve our provider and member customer satisfaction. We have an important reminder that we would like to share with you.

In 1996, the Health Insurance Portability and Accountability Act (HIPAA) mandated and established national standards to protect patient health care information. Enacted laws cover the release of information, sharing patient information, new HIPAA incident notification rules, and set civil/criminal penalties and fines for the inappropriate release of patient information. In accordance with **45 C.F.R. §164.514**, we ask that you protect your patients and their confidential health care information at all times. This information also includes **claim numbers** and any shared information that could potentially be used to identify a patient.

Please review and remember to follow these methods when sending information to the Alliance:

1. **Mail:** When mailing paper claims and billing information, **SECURE** the envelope or box to ensure it is closed and that information will not come out or get lost in the mail.
2. **Email:** Send and receive email exchanges with patient information securely. All patient information, including **CLAIM** information, must be sent and received using **secure email**. If you do not have a secure email account, we will help you set one up.
 - Step 1: Call us to let us know that you do not have a secure email account.
 - Step 2: We will initiate your secure email account by sending a secure email to you.
 - Step 3: When you open the secure email, you will have to create a log in and password. (If you do not already have a Cisco RES account that was previously established.)
 - Step 4: You will continue to use the secure email account that we initiate for you going forward.
3. **Faxing:** This is a secure method to exchange member or claim information. If you are working with your provider representative, you may fax them directly, or send a fax to the Provider Services Department at **1.855.891.7257**.
4. **Shred:** Remember to shred documents that contain patient identifiers when no longer needed.
5. **Training:** Provide ongoing training of HIPAA protection procedures and reporting methods to office staff.
6. **Notify** the Alliance if there are any suspected HIPAA violation incidents within 24 hours of discovery, please contact:

Alliance Compliance Department

Phone Number: **1.855.747.2234**

Email: compliance@alamedaalliance.org

If you need assistance with any of the above methods, please contact the Alliance Provider Services Department at **1.510.747.4510**.

For more information about HIPAA compliance, visit www.hhs.gov or you may visit the Alliance website at <https://alamedaalliance.org/providers/>.

Questions? Please call the Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

www.alamedaalliance.org