

HIPAA and Privacy Policy Training

Overview of Training

This training addresses the requirements for maintaining the privacy of confidential information within HFS.

During this training you will learn:

- * The definition of confidential information;
- * The basic requirements of the laws that restrict how confidential information can be accessed, used, and shared;
- * Practical ways to protect the privacy and security of confidential information; and
- * The consequences if you improperly access, use, or share confidential information. Possible sanctions include:
 - * Losing your job;
 - * Monetary fines; and
 - * Imprisonment.



Confidential Information

Confidential Information is defined by several laws that affect HFS, including:

- * HIPAA (45 CFR Parts 160, 162, and 164)
- * Medicaid Confidentiality (42 CFR 431.300-307 and 305 ILCS 5/11-9)
- * Personal Information Protection Act (815 ILCS 530)
- * Identity Protection Act (5 ILCS 179)
- * Child Support Confidentiality (45 CFR 303.21, among others)
- * IRS Code (IRC 6103)



Confidential Information - The General Rules



1. All client information collected or received by HFS is CONFIDENTIAL.
2. Every employee, agent, and contractor of HFS, and every other person or entity who receives HFS client information, must protect the privacy and security of HFS client information.

HFS clients include applicants and beneficiaries.

Confidential Information - The General Rules

Examples of confidential information to be protected:

- * Name
- * Address
- * Phone number
- * Date of Birth
- * Recipient Identification Number
- * Social Security Number
- * Driver's License Number
- * Financial Information, including account numbers
- * Federal Tax Information



HIPAA

The Health Insurance Portability and Accountability Act

HIPAA – An Overview

HFS is a “covered entity” under HIPAA. This means that HFS, its employees, its agents, its contractors, and anyone else who receives HFS client information must comply with HIPAA’s rules.

HIPAA provides the most basic legal protection for health information. Other laws can add more protection, and HFS must comply with all of them.



HIPAA – An Overview

HIPAA requires that HFS safeguard its clients’
Protected Health Information
(PHI).

HIPAA – PHI

PHI is information that:

- * identifies an individual (or can be used to identify an individual); and
- * relates to the health, payment for, or provision of healthcare to an individual.

PHI can be in any form:

- * Electronic, including email
- * Paper
- * Spoken



HIPAA – PHI

PHI can even include basic, non-medical information. In fact, any of the following are considered identifiers, and are therefore PHI under HIPAA:

- * Names
- * Any geographic area smaller than a state
- * Telephone numbers
- * Fax numbers
- * Email addresses
- * Age (if over 89)
- * Social Security Numbers
- * RINs
- * Dates (except year)
- * Names of relatives
- * Account numbers
- * Any other unique number that can be linked to an individual

HIPAA – PHI



HOWEVER,

PHI does not include an HFS employee's health information in HFS' employment records.

HIPAA

Use and Disclosure of PHI

HIPAA governs:

- * how HFS can **access** and **use** PHI internally within HFS; and
- * when HFS can **share (disclose)** PHI with persons or entities outside of HFS.



The following slides provide examples of the most common acceptable uses and disclosures of PHI.

HIPAA

Authorized Uses and Disclosures of PHI

Example 1: Consent

HFS can use and disclose PHI with the written consent of the client.

However, you must stay within the boundaries of the consent.**

**Common issues to look for include:

- The expiration date of the consent; and
- The purpose of the consent.



HIPAA

Authorized Uses and Disclosures of PHI

Example 2: Treatment, Payment, and Healthcare Operations of HFS (TPO)

HFS can use and disclose PHI for HFS' TPO activities, without obtaining a client's written consent.

TPO includes:

- * Accessing PHI to perform your job
- * Determinations of eligibility
- * Billing
- * Care coordination activities
- * Quality assessment and improvement activities
- * Review of the competence and qualifications of health care professionals
- * Review of health care services and utilization
- * Fraud and abuse detection.



HIPAA

Authorized Uses and Disclosures of PHI

Example 3: TPO of Another Covered Entity

HFS can use and disclose PHI for:

- * The treatment activities of another health care provider;
- * The payment activities of another covered entity; and
- * The healthcare operations of another covered entity, provided certain factors are met.

Written consent from the client is not necessary for these disclosures.

HIPAA

Authorized Uses and Disclosures of PHI

Other Permissible Situations

HFS can also disclose PHI in the following situations:

- * Health oversight activities
- * Judicial and administrative proceedings
- * Law enforcement purposes
- * National security
- * Research
- * Requests from other covered entities administering government programs or providing public benefits



Each situation listed above must meet specific criteria before PHI can be disclosed. DO NOT DISCLOSE PHI under one of the situations listed above. You must contact the HFS Privacy Officer if you think one of the situations listed above applies.



HIPAA

Authorized Uses and Disclosures of PHI

If you are unsure about whether you can disclose information, refer the request to the HIPAA/Privacy Officer for review.

This includes requests for PHI from law enforcement or public officials!



HIPAA

Authorized Uses and Disclosures of PHI

Minimum Necessary

Only use or disclose the minimum amount of PHI necessary to perform the function or satisfy the needs of the party requesting the PHI.

The “minimum necessary” standard does not apply to disclosures made to the client or his/her representative.

HIPAA – Breach Defined

A breach under HIPAA occurs when there is an:

Unauthorized access, use, or disclosure of PHI that compromises the security or privacy of the PHI.



HIPAA – Breach Penalties

You can be held personally accountable for a violation of HIPAA.



This includes:
Disciplinary Action at Work
Monetary Fines
Imprisonment



Your actions could also subject HFS to monetary penalties and negative media coverage.

HIPAA – Breach Penalties

Penalties for HIPAA violations include:

- * Civil penalties:
 - * Monetary fines range from \$100 to \$50,000 per violation.
 - * The amount of the fine depends on (1) whether the violation is corrected within 30 days; and (2) whether the violation is due to willful neglect or reasonable cause.

- * Criminal penalties:
 - * A knowing violation = up to \$50,000 fine and 1 year in prison.
 - * A false pretenses violation = up to \$100,000 fine and 5 years in prison.
 - * An intent to use for personal gain or malicious harm = up to \$250,000 and 10 years in prison.



Examples of Real-Life HIPAA Penalties



- * A UCLA Health System employee was sentenced to 4 months in federal prison and fined \$2,000 for accessing and reading the confidential medical records of his supervisors and high-profile celebrities.
- * A South Carolina state employee was sentenced to 3 years probation and community service for sending personal information about Medicaid recipients to his personal email account.
- * A Texas hospital employee was sentenced to 18 months in federal prison and ordered to pay \$12,152 for wrongful disclosure of PHI and intent to use PHI for personal gain.
- * Walgreens was ordered to pay \$1.44 million to a customer whose PHI was impermissibly accessed and disclosed by a pharmacy employee who suspected her husband's mistress had given him a sexually transmitted disease.
- * A Massachusetts health care provider agreed to pay \$1.5 million to settle HIPAA violations that included the theft of an unencrypted personal laptop that contained electronic PHI.
- * A small, single-location pharmacy agreed to pay a \$125,000 fine for disposing of documents containing PHI in its dumpsters, without shredding or rendering the documents unreadable.



HIPAA – Breach Examples



Unauthorized Access

If you access PHI without a job-related reason for doing so, you have violated HIPAA.

- * For example, you violate HIPAA if you use HFS systems to look up the phone number or address of someone you suspect is having an affair with your spouse.
- * You also violate HIPAA if you are “just curious” and use HFS systems to access information on your friend.

If you are not performing a job function or do not have written authorization, then you may not access a client’s information.

HIPAA – Breach Examples



Unauthorized Use

If you use PHI in any manner that is not related to your job duties, you have violated HIPAA.

- * For example, as part of your job you must access and input client information into the HFS computer system. While performing your job you see that a person you know and dislike suffers from an embarrassing medical condition. You use this information for personal gain by blackmailing the individual, or you reveal this information to embarrass the individual. Both actions are breaches under HIPAA.
- * You use a client's name, birth date, and Social Security number to fraudulently obtain credit cards. This type of breach is punishable under HIPAA by up to 10 years in prison and a \$250,000 fine.



HIPAA – Breach Examples



Improper Disposal

If you dispose of PHI in a manner that does not render it unreadable or unusable, you have violated HIPAA.

- * For example, you print documents that contain PHI as part of your job duties. Instead of shredding the documents after you are done using them, you place them in a bin on the floor to be shredded later and leave for the night. The night cleaning crew mistakes your shred bin as garbage and empties it into the regular trash.

HIPAA – Breach Examples



Lost or Stolen Information

If you lose documents or hardware that contain PHI that is not encrypted or secured, or the documents or hardware are stolen, a breach of HIPAA has occurred.

- * For example, you mail documents containing PHI that never make it to the intended recipient. This is a HIPAA breach.
- * You leave your laptop in your car, and the car is stolen. Although the laptop is password protected and the hard drive is encrypted, you wrote the password down and kept it next to the laptop. This is a HIPAA breach.

HIPAA – Breach Examples



Unauthorized Disclosure

If you disclose PHI in a manner that is not allowed by HIPAA, you have violated HIPAA.

- * For example, while performing your job duties you learn that your neighbor is receiving Medicaid and is taking medication for depression. You tell this information to your spouse.
- * You disclose PHI in response to a subpoena. The subpoena was not accompanied by a HIPAA compliant Court Order or any other documentation required by HIPAA.
 - ** Always check with the Privacy Officer before disclosing PHI pursuant to a Court Order.

Reporting an Incident

You must report any suspected privacy breaches to the HIPAA/Privacy Officer immediately. Examples of things to report:

- * Unauthorized access, use, or disclosure;
- * Loss, theft, or improper disposal of papers or devices that contain PHI; and
- * Unsecured emails containing PHI.



The Privacy Officer will investigate whether a breach has occurred and determine what notifications are necessary.

In some instances, the Privacy Officer must notify State officials, Federal officials, the affected individuals, and the media. The letters of explanation will describe the circumstances of the breach and may include the names of responsible parties.

Every breach costs HFS a significant amount of money and resources and has the potential to harm the reputation of HFS.

HIPAA – Individual Rights

HIPAA also gives individuals certain rights, including:

- * The right to access their health information;
- * The right to amend their health information;
- * The right to alternative means of communication (different mailing address, language, etc.);
- * The right to restrict uses and disclosures of their health information;
- * The right to file a complaint; and
- * The right to receive an accounting of disclosures.

Immediately refer these requests to the HIPAA/Privacy Officer. These requests are time sensitive.



HIPAA – Right to an Accounting

If a client requests an accounting, HFS must provide a list of all disclosures it made in the prior 6 years except for the following types of disclosures:

- * Disclosures made for TPO purposes;
- * Disclosures made to the individual (or the individual's representative);
- * Disclosures pursuant to authorization;
- * Disclosures as part of a limited data set;
- * Disclosures for national security or intelligence purposes;
- * Disclosures to correctional institutions or law enforcement officials for certain purposes regarding inmates; and
- * Disclosures incidental to otherwise permitted or required uses or disclosures.



All other disclosures must be accounted for. Contact the HFS Privacy Officer before you make any other type of disclosure.

Beyond HIPAA – Other Confidentiality Laws

HFS is subject to several other confidentiality laws, including:

- * Medicaid Confidentiality Rules and Regulations
- * Illinois Identity Protection Act
- * Illinois Personal Information Protection Act
- * Child Support Privacy Rules and Regulations
- * The IRS Code
- * Heightened Confidentiality Laws (mental health, substance abuse)

Medicaid Confidentiality Rules and Regulations

Federal and State Medicaid confidentiality laws prohibit HFS from disclosing any information about a client unless the disclosure is directly connected with the administration of public assistance.

Purposes directly connected with the administration of the public assistance include:

- * Establishing eligibility;
- * Determining the amount of assistance;
- * Providing services; and
- * Conducting or assisting in an investigation or proceeding related to the administration of public assistance.



Illinois Identity Protection Act



The Identity Protection Act protects Social Security Numbers (SSNs) by prohibiting State agencies from doing certain things, including:

- * Printing SSNs on cards required to access services or products;
- * Requiring an individual to transmit SSNs over the internet (unless the connection is secure and encrypted); and
- * Limiting how State Agencies use and disclose SSNs.

The Act also required HFS to adopt an [Identity Protection Policy](#), which can be found on the HFS Infonet.

Bottom Line: Be extremely careful when using or sharing SSNs. Before sharing SSNs with anyone, ask yourself whether it is necessary to share that piece of information. If it is, check the HFS Identity Protection Policy and ask the Privacy Officer for guidance.

Personal Information Protection Act



The Personal Information Protection Act requires HFS to notify individuals and the General Assembly when there has been a breach of a client's name in combination with one of the following:

- * Social Security Number;
- * Driver's license or State identification card number; or
- * Account, credit card, or debit card number.

The Act also imposes penalties for improper disposal of written or electronic material that contains personal information. Penalties range from \$100 to \$50,000 and can be imposed on the individual, not just HFS.

Child Support Rules and Regulations



Federal laws prohibit HFS and its employees from disclosing information related to the child support program, except in extremely limited circumstances.

- * Confidential Information in the child support context means any information related to the individual, including name, address, SSN, employment information, and financial information.
- * You should assume any information obtained by or from the child support program is confidential.

The IRS also imposes harsh penalties for the unauthorized inspection or disclosure of Federal Tax Information (FTI).

- * FTI is any information derived from a tax return received from the IRS. FTI is strictly confidential and may be disclosed only in very limited circumstances.
- * FTI does not include information provided directly by the taxpayer.
- * An unauthorized disclosure of FTI occurs when FTI is provided to an individual who does not have the statutory right to have access to it. The unauthorized disclosure of FTI is a felony punishable by fines, imprisonment, or both.
- * An unauthorized access of FTI occurs when an entity or individual has access to FTI without authority. The unauthorized access of FTI is a misdemeanor punishable by fines, imprisonment, or both.
- * Unauthorized access or disclosure requires immediate notification to the HFS Privacy Officer, who must in turn immediately notify the IRS.



Other Confidentiality Laws

HIPAA provides the least restrictive confidentiality laws related to health information privacy.

Some areas of healthcare are deemed more sensitive than others and therefore have more restrictive privacy laws. For example:

- * Substance Abuse Information: Federal law severely limits the ability to share any information regarding substance abuse treatment without the patient's consent.
- * Mental Health: State law limits the ability to share mental health treatment information without the patient's consent.

When dealing with these areas, be sure to familiarize yourself with the confidentiality restrictions. If you have questions, contact the Privacy Officer.

How to Avoid a Breach



Simple steps you should take to secure confidential information:

Workstation

- * Prevent visitors from viewing documents or computer screens containing confidential information.
- * When leaving your workstation for a break, lock your computer and conceal documents containing confidential information.
- * When leaving your workstation for the day, place documents containing PHI in locked file cabinets or behind a locked door, if available.

How to Avoid a Breach



Paper Documents

- * Avoid printing documents containing confidential information when possible.
- * Do not place documents containing confidential information in the trash or on the floor of your workstation.
- * Shred documents containing confidential information immediately when you have finished using them.
- * Before mailing any documents, double check to make sure the envelope is properly addressed and only the intended documents are included in the envelope.



How to Avoid a Breach

Faxing

- * Confirm the fax number before sending.
- * Confirm that the recipient's fax machine is in a secure location.



How to Avoid a Breach

Email

- * Avoid sending email containing confidential information outside of HFS. This includes an email that contains just the client's name and no other identifying information.
- * If you must send an email containing confidential information outside of HFS, secure the email by writing “#secure#” in the subject line and password protect attachments.
- * When responding to emails from sources outside of HFS or forwarding emails outside of HFS, always check the contents of the email string and attachments for confidential information before sending. If possible, send a new email as your response.



How to Avoid a Breach



Personal Devices

- * Never store confidential information on a personal mobile device (laptop, phone, memory stick, etc.).
- * Never email confidential information to your personal email account.

Things to Remember

- * Confidential Information exists in printed, electronic, and spoken forms.
- * Confidential Information includes client names, addresses, date of birth, SSNs, credit card and driver's license numbers, federal tax information, and PHI.
- * You must have the client's written authorization or a job related reason to access, use, or disclose the client's information.
- * Access, use, and disclose only the minimum amount of confidential information necessary to do your job.
- * Always double check the contents and recipients of an email. Secure any emails being sent outside of HFS.
- * Always double check the contents of mailings that contain PHI to ensure only the intended materials are included and the envelope is correctly addressed.



Things to Remember

Resources are available for you on the Infonet:

- * [HIPAA Privacy Policy and Procedure Manual](#)
- * [HIPAA Privacy Forms](#)
- * [Identity Protection Policy](#)
- * [Security Breach Notification Policy](#)
- * [Computer Security and Internet Policy](#)

If you ever have questions regarding confidential information:

- * Discuss with your supervisor
- * Contact the HIPAA/Privacy Officer



HIPAA/Privacy Officer

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Now that you have finished the show....

Follow these instructions to confirm your completion of the HIPAA training requirement:

- ☑ Click on the link below to access the confirmation form
- ☑ Follow the form instructions for completion
- ☑ Print and sign the form
- ☑ Submit it to your supervisor, who will sign and forward the form to HFS Bureau of Training

[HFS 3806M](#) (PDF)