

	<b>PCHP.PV.107 Faxing Protected Health Information V3 PCHP.PV.107</b>	
	<b>Name:</b>	PCHP.PV.107 Faxing Protected Health Information
	<b>ID Number:</b>	PCHP.PV.107
	<b>Approval Date:</b>	10/18/2017 07:40:25 AM
	<b>Approved By:</b>	Garland Morton/CentraNotes

## Body

**Policy Name:** Faxing Protected Health Information

**Scope:** Entire Piedmont workforce

**Purpose:** To ensure that Protected Health Information (PHI) is appropriately safeguarded when it is sent or received via facsimile (fax) machine or software.

### **Definitions & Acronyms:**

CMS: Centers for Medicare & Medicaid

CFR: Code of Federal Regulations

PBM: Pharmacy Benefit Manager

HIPAA: Health Insurance Portability and Accountability Act of 1996

HITECH: Health Information Technology for Economic and Clinical Health Act

PHI: Protected Health Information

**Piedmont:** "Piedmont" collectively refers to Piedmont Community Health Plan (PCHP), Piedmont Community HealthCare (PCHC) and any future entities that are owned, affiliated with and/or operated by Piedmont.

### **Policy:**

1. Piedmont allows the use of an electronic fax server to transmit and receive PHI. Reasonable safeguards will be used to protect electronic transmission of PHI by fax. Reasonable safeguards include the following:
  - A. Piedmont will limit faxed information to the minimum necessary to meet the requestor's needs.
  - B. Ensure that the fax transmission is sent to the appropriate destination by double checking the recipient's fax number before clicking the send button.
  - C. A cover page should be attached to all faxed documentation that includes PHI. The cover page should include:
    - 1). Destination of the fax, including name, and fax number;
    - 2). Name, fax number and phone number of the sender;
    - 3). Date;
    - 4). Number of pages transmitted; and
    - 5). Confidentiality Statement as listed here.

**Confidentiality Statement:** The information contained in this facsimile message is privileged and confidential information intended for the use of the addressee listed above. If you are neither the intended recipient nor the employee nor agent responsible for delivering this information to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or taking of any action in reliance on the content of this communication is strictly prohibited. If you have received this facsimile in error, please notify us immediately by telephone (434) 947-4463 so that arrangements can be made for proper delivery, and to arrange for the destruction of the communication or its return to us at our expense.

2. If Piedmont receives notification of a fax initiated from Piedmont which includes PHI and was transmitted to an incorrect location, notify a manager/supervisor, the Compliance Officer or the Compliance Department. The material needs to be returned to Piedmont or destroyed. The event needs to be logged pursuant to breach notification policy PCHP.PV.134 – Breach Notification.
3. If you receive a fax with PHI not intended for Piedmont, notify your Supervisor, the Compliance Officer or the Compliance Department. The sender needs to be notified.
4. Highly sensitive health information should not be sent by fax (e.g., information relating to AIDS/HIV, drug and alcohol abuse and psychotherapy notes).

**Procedure**

1. Piedmont relies on a software service titled "Ring Central" for transmission and receipt of faxes, which is fully HIPAA Compliant in their encryption of messages.
2. Ring Central provides a cover page for all transmittals which includes areas to populate:
  - 1). Destination of the fax, including name, and fax number;
  - 2). Name, fax number and phone number of the sender;
  - 3). Date;
  - 4). Number of pages transmitted; and
  - 5). Includes Piedmont's Confidentiality Statement by default.
3. Staff sending faxes must retrieve copies of the outbound faxes and store copies of transmittals in their respective record keeping software (CCMS, Document Manager, etc.).

**Equipment:** None

**Forms and Letters:** None

**Reference(s):** 45 CFR § 164.312(e) – Security Standards for the Protection of Electronic PHI - Technical Safeguards

**Interdisciplinary Review:** None

**Policy History:**

Date	Revision No.	Reason for Change	Sections Affected
04/14/2003	NEW		All
09/23/2013	1.0	<ul style="list-style-type: none"> <li>• Updated policy to new format.</li> <li>• Provided more detailed clarification.</li> </ul>	All
02/06/2016	1.1	<ul style="list-style-type: none"> <li>• Updated to Centra format</li> </ul>	
06/28/2016	2.0	<ul style="list-style-type: none"> <li>• Reviewed and revised policy language to incorporate HIPAA Audit Protocols &amp; NCQA Standards.</li> <li>• Added procedure language to include Ring Central services.</li> </ul>	
09/25/2017	3.0	<ul style="list-style-type: none"> <li>• Added procedure language to update required steps when sending faxes</li> </ul>	Procedures

**Document Link Manager**

**No Documents Linked No Documents Linked**

**Attachment Manager**

**No Attachments**