Self Study Module:

Basic HIPAA-101 Workforce Training

The Health Insurance Portability & Accountability Act (HIPAA) requires that the University train all workforce members about the University's HIPAA Policies and those specific HIPAA-required procedures that may affect the work you do at the University.

Completion of this module is Mandatory.

To Complete:
1. Read the following Information

2. Complete the Training Acknowledgement Form at the end of the self study module *(The Adobe Acrobat "Hand Tool" button must be selected to edit the form online. For easier online viewing, use the "Zoom" button)*

3. If you receive an error message and are unable to complete the form online, print out the acknowledgement form and manually complete the form.

4. Sign the form and return it to your department or area supervisor/leader

HIPAA Workforce Training

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COMPLETION OF THIS MODULE IS MANDATORY

This HIPAA Training Program will help you understand…

- *What*…is HIPAA?
- *Who*...has to follow the HIPAA law?
- *When*…do we start?
- *How*...does HIPAA affect you and your job?
- *Why*…..is HIPAA important?
- *Where*…can you get help with HIPAA?

What is HIPAA?

HIPAA is the <u>H</u>ealth <u>I</u>nsurance <u>P</u>ortability and <u>A</u>ccountability <u>A</u>ct, a federal law that…

- Protects the privacy of a patient's personal and health information

- Provides for electronic and physical security of personal and health information

- Simplifies billing and other transactions

Who Has to Follow the HIPAA Law?

EVERYONE

What Patient Information Must We Protect?

We must protect an individual's personal and health information that:

- **Is created, kept, filed, used or shared**

- **Is written, spoken, or electronic**

HIPAA says that this information is
Protected Health Information (PHI).

Examples of PHI (Protected Health Information)

- A person's name, address, birth date, age, phone and fax numbers and E-mail address

- Medical records, diagnosis, x-rays, photos, prescriptions, lab work and test results

- Billing records, claim data, referral authorizations and explanation of benefits

- Research records

The University May Create, Use and Share a Person's PHI for:

■ **Treatment of the patient, including appointment reminders**

■ **Payment of health care bills**

And for Certain Other Activities, including:

➤ **Teaching**

➤ **Medical Staff activities**

➤ **Business and management operations**

➤ **Disclosures required by law**

➤ **Public Health and other governmental reporting**

For many other uses and disclosures of PHI…

UC must get a
signed authorization
from the patient.

(for example, to disclose PHI to the media)

HIPAA Requires the University to:

➤ **Give each patient a *[Notice of Privacy Practices](...)* that describes:**

    ➤ **How the University can use and share his or her protected health information (PHI)**

    ➤ **A patient's privacy rights**

➤ **Ask every patient to sign a written acknowledgment that he/she received the *[Notice of Privacy Practices](...)***

The Notice Explains What UC Can Do With PHI

The *Notice of Privacy Practices* (NPP) is on the Privacy website:

http://health.ucsd.edu/compliance (internet site)and the
http://webhipaa.ucsd.edu (intranet site)

You can call the UCSD Health Sciences Privacy Officer to ask questions or to obtain a copy of the Notice:

(619) 543-3344 (Message Line)

When…Does UC Have to Protect PHI?

NOW!

How…Does HIPAA Affect My Job?

If you currently see, use or share a person's protected health information (PHI) as a part of your job, HIPAA may change the way that you do your job.

If you currently work directly with patients, HIPAA may change the way that you do your job.

As a part of your job,
you must protect the privacy of patient and UC employees' PHI!

When Can You Use PHI?

Only to do <u>your job</u>!

**At all other times, protect
a patient's information
as if it were**

<u>your own information!</u>

You May…

➢ *Look* at a person's PHI <u>only if</u> you need it to do your job

➢ *Use* a person's PHI <u>only if</u> you need it to do your job

➢ *Give* a person's PHI to others when it is <u>necessary</u> for them to do their jobs.

➢ *Talk* to others about a person's PHI <u>only if</u> it is necessary to do your job

HIPAA Story

I work in admitting. A friend who works in the ER told me that she just saw a famous movie star get on the elevator with some men who looked like bodyguards. My friend is curious about this famous person. She read in the paper that the actress has cancer. My friend asked me to find out what floor the star is on because we know the numbers of the cancer floors.

"What harm can it do?" my friend asks.

What Does HIPAA Say to the Admitting Clerk?

- Do you need to know which floor the movie star is on for you to do *your job*?

- Does your friend need to know if the movie star has cancer for her to do *her job*?

- If you were ill, would you want strangers to have your <u>private information</u>?

> *HIPAA says that if you tell your friend,*
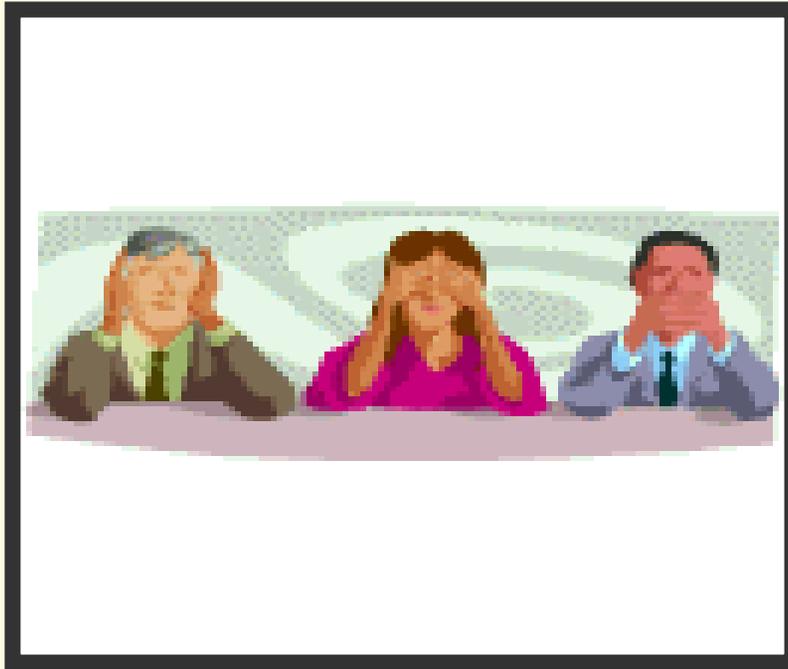> *it is the wrong thing to do..*

How Do I Know…
If HIPAA Affects My Job?

➢ **Your <u>supervisor or manager</u> may give you more HIPAA Privacy training and written information that describes how HIPAA affects your job**

➢ **If you have questions about what you must do, <u>ask your supervisor,</u> *OR***

➢ **<u>Contact the UCSD Health Sciences Privacy Officer: (619) 543-3344 (Message Line)</u>**

Remember…HIPAA says:

See no PHI

Speak no PHI

Hear no PHI

…Unless you need the PHI to do your job.

Why… is Protecting Privacy and Security Important?

- **We ALL want <u>our</u> privacy protected when we are patients—It's the Right Thing to DO!**

- **HIPAA *and* California law <u>require us</u> to protect a person's privacy**

UC Expects Everyone to…

Protect a _patient's_ information

Protect _another employee's_ information

Follow the University's privacy and security policies

AND REMEMBER … If it is not your business, it is <u>none</u> of your business!

And… UC is Serious About Protecting Our Patients' Privacy!

➡ **Someone who does not protect a patient's privacy could lose his or her job, pay fines or even go to jail**

➡ **Fines are $50,000 to $250,000**

➡ **Jail terms are up to ten years**

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HIPAA Story

I am a file clerk. One of the managers in my unit has been trying to get pregnant. While opening lab reports, I saw her lab results. Her pregnancy test was positive! That night at a holiday party, I saw her with some friends, and congratulated her on her pregnancy. Later I heard that she did not know about the test results. I was the first person to tell her!

Did I do the right thing?

HIPAA asks…

❖ **Did you need to <u>read</u> the lab results to do <u>your job</u>?**

❖ **Is it <u>your job</u> to provide a patient with her health information—even if the individual is a friend or fellow employee?**

❖ **Is it <u>your job</u> to let other people know an individual's test results?**

❖ **Should a University employee <u>look at</u> another employee's medical information?**

❖ **How would you feel <u>if this had happened to you?</u>**

➡️*Do not look at, read, use or tell others about an individual's information (PHI) <u>unless it is a part of your job.</u>*

Protecting Patient Privacy Requires Us to Secure Patient Information

Security Means that…

Everyone must secure and safeguard PHI so that others cannot see or use it…

UNLESS it is necessary to do the job

Secure all PHI

- **Do not share or give anyone your passwords – under any circumstances!**

- **Log-off computers when finished and secure paper records that contain PHI!**

- **Destroy, shred or put in the designated bins all paper that could contain PHI!**

HIPAA Story

As part of my job, I work with PHI every day in the University's business office. One day I was so tired from working late that I left patient files open on my desk so I could work on them early the next day.

Why clean up? Isn't it my co-worker's responsibility not to look at what is on my desk?

What Does HIPAA Say? What is University Policy?

- **HIPAA and University policy say that it is both your responsibility and your co-worker's responsibility to do the right thing**

- **Each of us has a responsibility to protect others from seeing or using PHI, except when we need the PHI to do our jobs.**

It is your job AND your co-worker's job

to protect the privacy of a person's PHI!

Treat a Patient's Information…

As if it were <u>your</u> own information

<u>It is the right thing to do!</u>

The University Needs Your Help In Protecting Our Patients' Privacy

Where Do You Go If You Need Help with HIPAA Privacy?

- **UCSD Health Sciences Privacy Officer:**
  Charles Mittman, M.D.

- **Phone: (619) 543-3344 (Message Line)**

- **Web sites:**

  http://health.ucsd.edu/compliance (internet site) or
  http://webhipaa.ucsd.edu (intranet site)

(Self Test)
Just checking. Please answer the following questions.
(Please Note: There may be more than one right answer)

1. **What is PHI?**

    a.   **A person's Protected Health Information.**

    b.   **A person's health, billing or payment information that is created or received by a health care provider or health plan.**

    c.   **Protected Health Information is information about a person that can be used to identify the person.**

    d.   **PHI is a person's information that is protected by the HIPAA law.**

    e.   **All of the above.**

    The answer is : e

Please continue with these questions.

2.   Who has to follow the HIPAA Law?

a.   My supervisor, and other administrators, managers and directors.

b.   Everyone.

c.   I don't know.

The answer is: a & b.

c.   When can the University use or disclose PHI?

a.   For treatment of a patient, if the patient has received the University's Notice of privacy practices.

b.   For payment of bills, if the patient has received the University's Notice of privacy practices.

c.   For teaching activities, if the patient has received the University's Notice of privacy practices.

d.   All of the above.

The answer is: d

Please continue with these questions

4. <u>**When must you protect a patient's personal or health information?**</u>

a. NOW because there are federal and California laws that protect a person's information.

b. NEVER.

c. I don't know.

<u>The answer is: a</u>

5. <u>**When can you use or disclose PHI?**</u>

a. Only if HIPAA allows me to use or disclose PHI as a part of my job.

b. For the treatment of a patient, if that is part of my job.

c. For obtaining payment for services, if that is part of my job.

d. For teaching activities, if that is part of my job.

e. All of the above.

<u>The answer is: e</u>

Please continue with these questions

6. **<u>Where can you go to get more information about what HIPAA says that you and the University can do with PHI?</u>**

a. In the UCSD Healthcare's Notice of Privacy Practices.

b. From the UCSD Healthcare HIPAA Web-site.

c. From my supervisor or manager.

d. From the UCSD Health Science Privacy Officer.

e. All of the above.

<u>The answer is: e</u>

Specialized Training Modules

Some members of the workforce may be requested to complete additional HIPAA training modules that are specific to the job that they perform for the University.

Individual HIPAA Training
ACKNOWLEDGEMENT FORM

PLEASE READ THE INSTRUCTIONS CAREFULLY

Fill out the section on-line (click mouse in each highlighted box, then type)
1. Employee identification number is required to record data on education record. For volunteers and other workforce members without a UCSD employee number, enter the <u>last</u> 4-digits of your social security number. 2. Press "Print Page" button at the bottom of this page. Only this page will be printed. 3. Sign and return the "Acknowledgement Form" to your department or division head, supervisor/leader.

UCSDHS COURSE ROSTER
SELF STUDY:

Course Name: **HIPAA-Basic 101 Workforce Training Module**	Course Date: *Enter the date as: mm/dd/yy*
Class Hours: **1.0 (Maximum)**	
Instructor Name: HIPAA Self Study	

Please <u>**TYPE**</u> (or print clearly) the information requested in the following boxes:

Name (Last Name, First, MI):	Employee ID# (6 digits): *Volunteers: Enter 00 plus the last 4 digits of your social security #.*
Work Area (Department or Division or Facility Name)	Position or Role:

***Acknowledgement:** I have read the information presented in the HIPAA Self Study Module.*

Signature: _____ Date: _____