

## MEDICAID PROVIDER BULLETIN

January 12, 2015

### Updated confidentiality of records policy

**This provider bulletin is an update about information in the Medicaid Provider Manual. For access to the latest Manual, go online to [www.anthem.com/kymedicaidoc](http://www.anthem.com/kymedicaidoc).**

#### Summary

The Anthem Blue Cross and Blue Shield Medicaid (Anthem) policy regarding the faxing of confidential patient information to include pharmacy and laboratory providers has recently been updated. All Anthem associates are required to verify that the correct member information is documented when submitting prior authorization notices to all providers. Protected health information (PHI) such as member's name, date of birth and member identification number must be verified to ensure that the wrong member information is not disclosed.

Anthem is committed to safeguarding patient/member information. Please be sure that you and your staff confirm the accuracy of the member's information and the recipient's fax number, email address or mailing address before sending it.

#### Provider action required

Pursuant to the Provider Manual, Section 3.10, providers must immediately notify Anthem of all impermissible PHI uses and disclosures and, if appropriate, destroy the document after reporting the disclosures. Additionally, as a contracted provider, you must have safeguards in place to protect patient/member information such as active screen savers, unique employee passwords for accessing computers, and locked cabinets clearly marked and containing only PHI.

#### Questions

If you have questions about this communication, please contact your Provider Relations representative or the Provider Services department at **1-855-661-2028**.

**[www.Anthem.com/KYMedicaidoc](http://www.Anthem.com/KYMedicaidoc)**

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