

Confidentiality Questionnaire

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses. If a question is not relevant to your Site, or if you are unable to answer, please write N/A and provide a brief explanation.

* Indicates required question

1. Email *

2. Organization name *

3. Your name and title: *

Email Encryption

4. Please give a brief summary of your email encryption procedure. *

5. How are staff trained on encryption processes? *

6. What is your protocol for using personal information in the subject line of an email? *

Confidentiality

7. Describe your site's policies, procedures and/or other safeguards in place to ensure confidentiality and keep safe protected health information (PHI). *

8. What is your site's policy regarding sharing PHI internally, both among eligibility teams and between departments? *

9. What are the reasons you can disclose PHI, both to county employees and to external partners? *

10. How do you determine how much PHI to disclose? *

11. What are the acceptable reasons to use PHI? *

12. How much PHI should be requested from an applicant or member to determine eligibility? *

13. What is your site's process if you get a request for PHI from an outside entity? *

14. What is your site's process if you get a request for PHI from HCPF? *

15. If your site were to get a request for PHI from the Federal Department of Health and Human Services, what would be your next steps? *

16. What is your site's procedure if you were to have an improper disclosure or a breach of PHI? *

17. In the event of a breach or improper disclosure, how long must you retain the PHI involved in the disclosure or breach? *

18. What is your site's records retention procedure? *

- 19. Does your site contract with any vendors who have access to PHI (shred company, IT maintenance, office cleaning crews, etc.) *

Mark only one oval.

- Yes
- No

- 20. What are the procedures in place to ensure vendors have signed privacy and security agreements (Business Associate Agreements, Privacy/Security sections in contract, etc.)? *

Supporting Documentation

- 21. Please upload any policy and procedures in place concerning privacy and safeguarding protected health information (PHI).

Files submitted:

- 22. Please upload any written procedures regarding email encryption. If those procedures are included in your PHI policies, there is no need to upload both.

Files submitted:

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