Chiropractic Office Managers

Edie, a couple days ago, I was "investigated" by Progressive insurance. I recorded it and blogg[e]
http://drhaley.com/chiropractor-under-investigation/ . On the tape, you'll notice they asked to s[
course, they have copies as required for billing purposes. But as for these two insurance reps, I
might be a hipaa violation so I did not show it to them. What was the right thing to do? Don't w
anonymous here. After all, you see I am blogging about it and posting on youtube.

Regarding advanced notice, they called - but nothing written. We asked what they wanted to se
they might want to see the file, licenses, and see the equipment used.

Dr. Michael Haley

Dear Dr. Mike,

I watched your video. You did good. They do have the right to the patient records but as you s
not receive any written notice. You have 30 days to produce the records. When it comes to "T
(treatment, payment or operations) you can release records without worrying about HIPAA vio
did have an authorization from the patient to release the records to their insurance company.

BUT…..

This is my concern. How do you know they are who they say they are? Just as in NOT giving
information over the phone immediately when you are called, I would ask them for a name, ad[
number of the insurance company that you can verify who they are and then will be happy to s[
to them at the address provided. You want to protect your patients by making sure you are rele
information to the right person. If you are not, that is a HIPAA violation.

Thanks, and you did good doc!

Edie

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**Visit my website and buy the HIPAA Privacy and HIPAA Security
Policies and Procedures manual,
as well as, the HIPAA HITECH updates for 2010.**

Are You HIPAA Compliant?

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email me with any questions you may have: (click here to email me)

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