

Subject Line: Community Health Choice Compliance

Sub-header: Health Insurance Portability and Accountability Act (HIPAA)

Agents,

Please allow this notice to serve as a reminder of the importance of being compliant with the Health Insurance Portability and Accountability Act (HIPAA) when attempting to service your Community Health Choice clients.

In an effort to assist you in providing quality customer service without delay, please be certain that Community Health Choice has a valid HIPAA form on file so that we are able to respond to your requests regarding member inquiries. Unfortunately, we are not authorized to release information to you without a mandated HIPAA authorization form on file.

In addition, if you have administrative staff that will assist in servicing our Community Health Choice members, they **MUST** also have a valid HIPAA form on file in order for us to be able to respond to requests. The HIPAA form allows only one person to be designated as the authorized party to whom information can be disclosed. **One HIPAA form does not cover multiple authorized parties.**

Please be aware that if you or your staff are calling in to our office with the member on the telephone line, a valid HIPAA form must be on file for Community Health Choice to be able to proceed with the phone call and provide protected health information (PHI). If a valid form is not on file, our representatives will **NOT** be able to proceed with the phone call.

As you are aware, HIPAA is a federal law that protects the privacy of patient's health information. Our members have specific, protected rights regarding the release and handling of such records. HIPAA requires that we adhere strictly to these guidelines. Therefore, it is imperative that in the event that a member wishes to authorize anyone to act on their behalf that a HIPAA form be submitted by the member. HIPAA is enforced by the Department of Health and Human Services' (HHS) and the Office for Civil Rights (OCR). Any covered entity (CE) and business associate (BA) that stores, processes, transmits, maintains, or touches protected health information (PHI) in any way must be HIPAA compliant.

Please refer the member to contact our Member Services Department directly with any questions or concerns they may have. They may also access the Member Portal to view their account, request ID cards, make payments or print a necessary HIPAA form. **This completed form can be submitted via the following methods:**

Member Services: (713) 295-6704

E-mail: MemberServices@CommunityCares.com

Fax: 713.295.2293 – Fulfillment Department

Mail: Community Health Choice

Attention: Fulfillment Department

2636 South Loop West, Suite 125

Houston, TX 77054

In addition, the HIPAA form is also available on the Community Health Choice website which can be accessed at <https://www.communityhealthchoice.org/en-us/plans-benefits/marketplace/member-resources/> and in your Agent Portal at <https://www.communityhealthchoice.org/en-us/agent-portal/become-an-agent/>. The member should complete this form and return it to Community Health Choice.

We appreciate your cooperation in practicing ethical and compliant business standards.

Thank you for representing Community Health Choice! We value your partnership!

For questions related to application submissions, please contact AgentRelations@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Contracting or Appointment, please contact Agent.Credentialing@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Commissions, please contact Agent.Commissions@CommunityCares.com or by phone at (713) 295-6760.

As a reminder, in 2018, new and existing Marketplace members can save 10% on their monthly premiums by taking a Health Risk Assessment (HRA) as part of our Community Rewards wellness program. Members must create a Community Rewards account and complete the HRA by January 31, 2018. Please advise your clients to take advantage of this opportunity.

Community Health Choice proudly welcomes the Houston Methodist Hospital System to our family of programs effective January 1, 2018!