

Subject Line: Community Health Choice Compliance

Sub-header: Health Insurance Portability and Accountability Act (HIPAA) - Who can we talk to?

Dear Valued Partner,

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.**

Community is committed to our partnership and building a lasting and successful relationship. We are currently reviewing processes to become more efficient and follow best practices while adhering to compliance and regulations.

At this time, please see the chart below to serve as a reminder of our **current process** and what type of member information can be released if there is **NOT** a valid HIPAA form on file.

The caller is the Broker listed on the policy	Any person on the policy
Claim/Prior Auth Information	No
Benefit Information	Yes
PCP Changes	No
Report Changes	No
General Information	Yes
Premium Payment	Yes (must be the name on the credit card)

The HIPAA form is 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.