# HIPAA (Health Insurance Portability and Accountability Act) Workstation Security, Sending Email or Fax Communications and Complaints

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**Description:** Information related to HIPAA to support Workstation Security, proper handling of sensitive information, and how to respond to complaints.

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| Workstation Security |

* PBM personnel who have access to PHI or any other sensitive information through workstation terminals will log off or lock out all access to the terminal with a password in accordance with PBM information security standards before leaving the terminal unattended.
* PBM personnel who have correspondence in their work area will make reasonable efforts to ensure that materials that identify a member’s PHI or any other sensitive information are non-visible and removed (locked up) upon leaving the workstation at the end of a shift.
* Under no circumstances should member PHI or any other sensitive information be saved to an external media storage device.
* PHI or any other sensitive information in paper form should be avoided. This includes other confidential information such as a member’s social security number or credit card numbers. Any PHI or any other sensitive information in paper form must be promptly shredded or placed in specially marked containers for this purpose.
* PBM personnel who have PHI, or any other sensitive information stored in electronic form on individual workstations must regularly purge their files of PHI or any other sensitive information that is no longer required.
* User ID’s and passwords must not be shared with others.
* PBM employees with access to systems that enable viewing of sensitive information, such as PHI, social security numbers, or credit card numbers must access this information only through the natural course of their job functions, and only at their assigned workstations. This information should not be accessed at Kiosks or other workstations not assigned to the employee.

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| Email and Fax Communication |

If PHI or any other sensitive information is included in an email, ensure these requirements are met:

* + - **To:** Only those individuals who need that PHI or any other sensitive information to perform their job functions.
    - **Subject:** Indicate “SECUREMAIL.”

 The sender will not include PHI or any other sensitive information in the subject line such as a full name and/or social security number.

* + **Body of Email:** Only include PHI or other sensitive information if and to the extent necessary for the purpose for which it was sent.

**PBM colleagues:**

* Those who are requesting that PHI or any other sensitive information be sent to them should arrange to have it sent at a time when it can be received immediately upon transmission.
* Sending PHI or any other sensitive information by fax or copy machine will not leave documents unattended at the machine if others have access to these devices.
* When the paper form of a fax is found or not collected at the fax machine, it should be promptly shredded or placed in specially marked containers for this purpose.
* Sending PHI or any other sensitive information by fax will take reasonable precautions that the receiving fax machine is secured or attended by an authorized recipient of PHI or any other sensitive information at the time of transmission.

**Note:** Each site will designate an individual to ensure this compliance measure is managed throughout the day and at the end of the shifts.

**Email requests from callers:**

For privacy and security reasons, do not share your email address or send emails to members or other callers. Company E-mails are intended for internal purposes only and should not be shared externally. For more information on what personal identifiers you can share with callers refer to: [Compass - Requests for Representative's Name, ID, Location, Or Call Reference Number (068256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65e9d0fd-2937-4aad-879a-e50f2482eec2)**.**

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| Complaints |

If a member asks to file complaints about our PBM’s Privacy Policies/Practices.

**Options:**

1. Email the Privacy office at: [Privacycaremark@cvshealth.com](mailto:Privacycaremark@cvshealth.com)
2. In writing using the following address:

**CVS Health**

**Attn: Privacy Office**

**One CVS Drive**

**Woonsocket, RI 02895**

1. Contact the Privacy hotline (**1-866-443-0933**) for a verbal complaint.

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606:~:text=Customer%20Care%20Abbreviations%2C%20Definitions%2C%20and%20Terms%20Index)

[Customer Care Abbreviations, Definitions and Terms - H (051679)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a762d9c8-3265-40f8-87ec-2898f00d2d11)

**** [Compass - Requests for Representative's Name, ID, Location, Or Call Reference Number (068256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65e9d0fd-2937-4aad-879a-e50f2482eec2)

**Parent Document:** [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049), [HIPAA-0002 Authorization for Use and Disclosure of Protected Health Information](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@nu/@all/@all/@4420/documents/sop/axbh/ys0w/~edisp/hipaa-0002.pdf)

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