# HIPAA Grid versus Caller Authentication – Is there a Difference?

[Background](#_Toc149883221)

[HIPAA versus Caller Authentication](#_Toc149883222)

**Description:** Provides the difference between the HIPAA Grid versus the content of the Caller Authentication documents.

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| Background |

**Reminders:**

* The HIPAA Grid is vastly different from Caller Authentication. You would use the HIPAA grid only **after** your caller is fully authenticated.
* If the person on the call with you changes during the course of the conversation or if the call changes to discussing another member, then you would need to re-authenticate the new person on the call with you.

**Note:** Each line of business has its own Caller Authentication documents.

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| HIPAA versus Caller Authentication |

Refer to as needed:

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| **Question/Statement** | **Answer/Resolution** |
| Did you Know when to use the HIPAA Grid? | Once your caller has been fully authenticated. |
| What type of information is included in the HIPAA Grid? | What you may/may not provide or complete for the authenticated caller. |
| Is Caller Authentication and HIPAA Grid the same? | No, HIPAA grid provides information about the type of caller and what may / may not be completed or provided to them.  Caller Authentication is validating and documenting who is calling regarding our members.  **Note:** Refer to your line of business Caller Authentication documents as appropriate. |

To view the HIPAA Grid, refer to [HIPAA (Health Information Portability and Accountability Act) Grid – CVS](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) (028920).

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