



Weekly Provider News

August 24, 2016

Reporting Unauthorized Disclosures of Alliance Member Information

The Central California Alliance for Health (the Alliance) is required to immediately report any unauthorized disclosures of Alliance member information to the Department of Health Care Services (DHCS). Unauthorized disclosures occur when an Alliance member's information is shared in error to another covered entity, such as a wrong provider, or when an Alliance members' information is shared in error to an external party (a non-covered entity), such as another patient or private business.

All providers must notify the Alliance immediately upon the discovery of any unauthorized disclosure of Alliance member information.

If an unauthorized disclosure of Alliance member information occurs, please fax the following information to the Alliance Compliance Department at (831) 430-5856:

- Provider office name, contact person and phone number
- Date the disclosure occurred
- Date the disclosure was discovered
- Number of Alliance members affected
- Identification numbers of affected Alliance members
- How the unauthorized disclosure occurred (fax, email, etc.)
- Who, or what entity the information was disclosed to
- What information was disclosed (first/last name, identification number, phone number, address, diagnosis/procedure code, etc.)
- How the disclosure was discovered
- Description of what occurred and how the disclosure was remedied

For questions regarding the reporting process, please contact Nicole Krupp, Compliance Specialist, at (831) 430-2574.