

A Shared Responsibility of Protecting Member/Patient Information

April 2025

Partnership and its contracted providers share a responsibility to protect member/patient information in oral, written, and electronic formats. Any time a Partnership member's information is lost in a breach, you must notify Partnership so that a report can be filed with the proper regulatory agency regarding the details of the lost information. The following are some questions and answers to help you understand HIPAA and your responsibilities as a Partnership provider.

Note: If you have questions about this information, send them to the Partnership Provider Relations Department.

What is HIPAA?

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects protected health information (PHI). PHI includes any information that can be used to identify a member or patient.

What is a HIPAA breach?

A HIPAA breach occurs whenever member or patient information is lost. This can happen by accident or theft.

What kind of information is protected?

PHI includes any personal information that can identify a member/patient, including but not limited to:

- Names
- Dates of birth
- Addresses
- Social Security Numbers (SSN)
- Client identification numbers (CIN)
- Bank account numbers

If I already notified another agency, do I still have to notify Partnership?

Yes. We are required to notify the proper regulatory agency, regardless of any reports your office may have made to any other agency.

How soon after a loss or theft must the report be made to Partnership?

Reports should be filed with Partnership immediately as soon as the breach is identified.

How do I report a HIPAA breach to Partnership?

Providers should contact the Partnership Privacy Officer as soon as they are aware that a breach has occurred. You can contact the Partnership Privacy Officer by phone at **(707) 420-7625**, or by mail to 4665 Business Center Drive, Fairfield CA, 94534.