



Protection and Release of Member Health Information

Protecting Members' Health Information

To ensure that we are guarding our member's protected health information (PHI), Partnership HealthPlan of California (PHC) is required to follow health information privacy rules. These include Health Insurance Portability and Accountability Act (HIPAA) and California's Confidential Medical Information Act.

PHC may use or disclose member PHI without consent from the member only as allowed by law. Some examples of this are:

- To a provider for treatment or payment for services provided to a member.
- For health care operations. These include quality of care, business planning, customer service, and safety activities.
- To state and county agencies that oversee member care.

Any other use or disclosure of PHI must be authorized in advance by the member.

How Members Can Request or Authorize Release of PHI

To Member: Members can request their own PHI by filling out the attached Data Request form and following the instructions on the form.

To Authorized Representative: Members can give a friend, family member, or other person access to their PHI by:

- Filling out and signing a Release of Information form or an Authorized Representative form (both attached).
- Calling Member Services at (800) 863-4155 to give verbal consent to release PHI by phone to a person they identify. (**This consent expires at the close of the next business day at 5 p.m.**)
- Having a personal representative submit proof of their legal authority to act on behalf of the member. The attached Personal Representative form explains what is required.

PHC may need to verify the identity of a person that is requesting member PHI.

Members can cancel an authorization to release PHI in writing or by calling (800) 863-4155. They can do this at any time, as long as PHC has not already disclosed PHI as previously authorized.

Note: Disclosures described above apply to non-sensitive PHI. Non-sensitive PHI does not include information about mental health, substance use disorder, reproductive/sexual health, and genetic testing results. Authorization to release sensitive PHI must be in writing.