

P-2375 Case Management (continued)

P-2375F Virtual Meetings (B21-08)

HIPAA protected information to be shared

The AHS Consumer Information and Privacy Standards (CIPS) Steering Committee has confirmed that Skype and Teams are the only applications that can be used by AHS staff if HIPAA protected information is going to be shared. This includes employees of Economic Services Division (ESD).

HIPAA protected information not shared

For interactions when HIPAA information is not going to be shared, AHS has approved use of Zoom between staff and clients.

1. Due to internet security issues, employees of ESD, including Reach Up case managers and supervisors, are not allowed to create their own Zoom accounts or initiate Zoom meetings, but it is OK to join a Zoom meeting if invited.
2. Family Services Division (FSD) frequently uses Zoom with FSD clients. ESD staff can be part of an FSD initiated Zoom meeting if HIPAA protected information is not going to be shared by the ESD staff.
3. If ESD staff were on a Zoom meeting with a participant and the participant disclosed HIPAA related information this would be okay, as this is participant disclosure—not ESD staff disclosing the information. ESD staff could not share HIPAA protected information with the participant in this meeting.
4. Partners must follow their own program guidelines when using Zoom with participants that are receiving Reach Up.
5. If a partner initiates a Zoom meeting with ESD staff and HIPAA protected information may be shared, the ESD staff must confirm if the partner is using a HIPAA compliant platform.

For example: Howard Center has confirmed they use a HIPAA compliant platform when holding virtual meetings with participants in the MOMs Program.

- a. Typically, Employment Specialists and Job Coaches would not be sharing HIPAA protected information, so they do not need a HIPAA compliant platform.

- b. MH Clinicians and Case Managers working for the Designated Agencies (DAs) should be asked if they are using a HIPAA compliant platform before ESD staff could share HIPAA protected information about a Reach Up participant.