



Document Title: *Policy and Procedure # UM 1: Confidentiality of UM Information*
Department: Clinical Services/Central Intake

Policy:

Mandating that individually identifiable health information obtained as a result of employment or association with American Behavioral is protected and held confidential.

Responsibility:

Associates, committee members and clinical peer reviewers (CPRs)

Procedure:

1. All responsible parties maintain and preserve the confidentiality of the following information, whether in written, verbal or electronic format:
 - Medical records;
 - Claims data;
 - Provider credentialing information;
 - Provider claims payment;
 - Proprietary company information;
 - Quality Improvement and Utilization Management data and reports;
 - Personally identifiable member and subscriber information;
 - Research and development programs;
 - Advance product plans;
 - Bid proposals;
 - Budget information;
 - Confidential associate information, such as, but not limited to, salary information;
 - Social Security Numbers and/or personal identification data; and
 - Documents marked "confidential."
2. All information obtained during the utilization review process is kept confidential in accordance with applicable laws and regulations
3. Patient and provider-specific information is never released without written consent of patient, provider or as otherwise required by law.
4. Patient and provider-specific information is only shared with those entities who have the authority to receive it.
5. Patient-specific information obtained during the utilization review process is limited to the information necessary for utilization management of the services under review.

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6. Patient-specific information is used solely for the following purposes:
 - Intake
 - Utilization management
 - Quality management
 - Discharge planning
 - Case management
 - Disease management
 - Claims payment.
7. Patient or provider-specific information is only shared with those within the organization who need access to the information to implement utilization management activities.
8. Each Managed Behavioral Healthcare Services and Central Intake team member reviews this policy upon employment and annually thereafter, signing the *Confidentiality Statement* after review of this policy and procedure.
9. Each committee member reviews this policy annually, signing the *Confidentiality Statement* after review of this policy and procedure.

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