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## Claims Advocacy: communicating and sharing documents containing PHI.

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Claims Advocacy involves using and sharing documents that contain protected health information (PHI). The Health Insurance Portability and Accountability Act (HIPAA) sets forth specific rules regarding the manner in which information may be shared while still protecting privacy. Individuals can choose to share their own information however they wish without regard to the HIPAA rules. However, the following suggestions will assist in our ability to effectively communicate and share documents electronically while protecting privacy.

- **Scannable** – by Evernote is a very useful free app that you can download from the AppStore to use for images taken with an iPhone. When you use this app to capture an image of a document such as a HIPAA Authorization, or other official document, it is automatically captured as a pdf which improves the visual quality of the document and makes it much more likely to be accepted as a legally compliant document.
- **CamScanner** – for Android phones is a free app that can be downloaded from [camscanner.com](http://camscanner.com) and it will capture the image as a pdf which improves clarity of the document.

### **Q: Why is it better to send the document as a pdf rather than as a photo image?**

**A:** The clarity of the document is greatly improved when it is captured initially as a pdf rather than as a photographic image. Additionally, paper documents captured as a pdf can be password protected as well as encrypted which helps protect privacy. In our experience, documents transmitted to us as a pdf through scannable or camscanner have been accepted by Covered Entities as a legally compliant document; whereas, documents created originally as a photographic image were not considered legible enough to be used as a valid HIPAA document.

### **Q: Do you have a HIPAA secure method to transmit PHI?**

**A:** Yes, California Healthcare Consulting, Inc. uses ShareFile to send and receive communications and attachments that contain PHI.