

Requests for Protected Health Information (PHI)

Harvard Pilgrim Requests for PHI

Requests for PHI

Harvard Pilgrim may request PHI, including medical records, from providers for a number of reasons related to treatment, payment, and operations (TPO). These include, but are not limited to:

- Quality assurance activities
- Coordination of care
- Appeals
- HEDIS (Health Plan Employer Data and Information Set) purposes
- Utilization management activities
- Peer review
- Benefit determinations
- State and federal regulatory compliance
- Accrediting agency-mandated reviews and audits

Release of PHI

The release of PHI for TPO purposes, such as those outlined above, does not require member authorization.

PHI may also be released for non-TPO purposes pursuant to a signed member authorization or as otherwise permitted or required by law.

Medical Record Confidentiality and Security

Harvard Pilgrim safeguards all medical records and patient information obtained from providers in accordance with its privacy policies and applicable federal and state laws. Harvard Pilgrim will not use or disclose PHI received from providers except as permitted or required by law.

Member Requests for Medical Records

Harvard Pilgrim and its contracted health care providers agree to comply with members' requests (including requests for access to/copies of their medical records or to amend their medical records) in accordance with applicable state and federal laws.

PUBLICATION HISTORY

01/01/12	removed First Seniority Freedom from medical record confidentiality section
05/03/19	revised; administrative changes for clarity