

General Information

Protected health information (PHI)



GHP policies and procedures

Geisinger Health Plan will ensure that members and participating providers receive communication that informs them of Geisinger Health Plan policies and procedures regarding the collection, use and disclosure of members' protected health information. Communication will include the five following criteria:

- **GHP's routine uses and disclosure of PHI** - Geisinger Health Plan uses and discloses PHI in connection with members' treatment, to make payment for health care services and for Geisinger Health Plan's healthcare operations.
- **Uses of authorizations** - Special authorizations are required by Pennsylvania law to permit disclosures of certain highly sensitive personal information. In certain situations consistent with applicable regulations or laws, Geisinger Health Plan will request members' written authorization before using or disclosing identifiable PHI. Except for treatment, payment and health care operations, Geisinger Health Plan will not use or disclose members' PHI unless the member has signed a form that allows Geisinger Health Plan to do so.
- **Access to PHI** - Members have the right to look at or get a copy of their PHI in a designated record set (i.e., medical/billing record) in accordance with all applicable laws pertaining to access of PHI.
- **Internal protection of oral, written and electronic PHI across the organization** - Geisinger Health Plan has procedures in place to prevent unauthorized access to members' PHI, which includes employees' signed statements in which they have agreed to protect members' confidentiality, using computer passwords to limit access to members' PHI.
- **Protection of information disclosed to plan sponsors or employers** - Geisinger Health Plan may release members' PHI to a plan sponsor or employer, provided the plan sponsor or employer has certified that the information provided will be maintained in a confidential manner and not used for employment-related decisions or for other employee benefit determinations or in any other manner not permitted by law.

Privacy notice

Participating providers can access Geisinger Health Plan's entire privacy notice online at Geisinger Health Plan's plan central page on NaviNet.net, or a paper copy may be obtained by contacting your account manager.

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Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as “GHP” in this summary.

All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member’s benefit document; 2) the participating provider’s contract agreement, 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.

Publication history: