Date:          January 5, 2007

To:            Chester County Intermediate Unit Employees

From:          Patricia A. McLaughlin, Assistant Director of Human Resources

Re:            HIPAA Notification

Attached please find a memo describing the Intermediate Unit's policy for resolution of privacy complaints for Protected Health Information as mandated under the Health Insurance Portability and Accountability Act of 1996 (**HIPAA**).  The federal regulations require us to provide you with this information and your benefits **have not** changed.

If you have any questions please call me at 484-237-5088 or e-mail me at patm@cciu.org.

To:            All Employees and their Dependents covered by the Chester County
               Intermediate Unit's Health Insurance Coverage

From:          Patricia A. McLaughlin, Assistant Director of Human Resources

Re:            HIPAA Privacy Regulations

The federal government adopted regulations in 2004 that imposed numerous requirements upon the Chester County Intermediate Unit with respect to the privacy of health care information. These requirements are generally referred to as the HIPAA Privacy Rule. As a result, the Chester County Intermediate Unit has adopted a number of practices that will ensure compliance with the HIPAA Privacy Rule. Moreover, certain companies with whom we deal are also covered by the HIPAA Privacy Rule and are not be allowed to provide information that they are required to keep confidential. This notice is to advise you of certain procedures with respect to coverage questions that have been implemented by us due to HIPAA requirements. Notice with respect to other topics will be sent by us to you from time to time as necessary. Please keep this and other notices with your plan descriptions and booklets.

Questions concerning coverage are to be handled in accordance with the following rules:

1. Questions concerning the following items can be answered by the Intermediate Unit's Benefits Department:

   A. your eligibility to be covered by a particular plan;

   B. whether you are enrolled for coverage in a particular plan;

   C. the name of the plan in which you are enrolled or should be enrolled can be posed to the Benefits Office. If our insurance carrier advises you that you are not covered at all, or that your plan is different than you think it should be, feel free to contact the Benefits Office. The Benefits Office can answer questions such as whether you are enrolled in applicable plans and which plan is applicable to you. The Benefits office cannot answer any other questions and cannot tell you whether particular services are covered or whether the insurer is properly adjusting or administering a particular claim. Those questions must be posed to the insurer.

2. Questions about: (A) the coverages available under any particular plan in which you are enrolled, and (B) why a particular claim was adjusted or administered as it was are to be posed to the insurer as follows:

| | | |
|---|---|---|
| Medical | Independence Blue Cross | 1-800-626-8144 |
| Prescription | CVS Caremark | 1-800-966-5772 |
| Dental | United Concordia | 1-800-332-0366 |
| Vision | Vision Benefits of America | 1-800-432-4966 |
| Employee Assistance | Human Management. Services, Inc | 1-800-343-2186 |

If you disagree with how any claim has been handled by any insurer there are complaint procedures in the applicable plan that must be followed.

Also, due to HIPAA, we are not able to receive copies of any health information in connection with any health care claims from you. Such copies will be returned to you.

In situations where you would prefer the assistance of the Benefits Office regarding the resolution of claims or whether particular services are covered, HIPAA requires that you complete an authorization to release information for each separate request for assistance. Since authorizations may take up to ten (10) business days to be validated by the insurer you may find that by calling the insurer directly, your questions and concerns will be addressed more quickly. Forms may be found on the Intermediate Unit's website, under the Human Resources Frequently Asked Questions page, or on the individual insurance carriers website.