



Payroll & Employee Benefits Consultants

Notice of Privacy Practices

Protected Health Information: Encompasses substantially all “individually identifiable health information” which is transmitted or maintained by a health plan, regardless of its form. Identifiable health information is defined broadly to include any health information that relates to and individual’s physical or mental health or condition, including information related to the provision of health care.

This standard practice outlines how SuperiorUSA, business associate of your Employer has adopted appropriate safeguards regarding the use and disclosure of protected health information as defined by the Department of Health and Human Services under the Health Insurance Portability and Accountability Act (HIPAA).

- Reimbursement Claim forms – hard copies of all reimbursement claim forms are stored in a secure area while in the SuperiorUSA office. Copies are shredded after digitally imaged into the SuperiorUSA system or after 7 years.
- Phone conversations with Participant – to ensure that potential Protected Health Information is not divulged to an improper party, SuperiorUSA will confirm the participant’s social security number and mailing address to recognize a participant or participant representative.
- Changes in mailing address or banking information will not be accepted via phone conversation. Participant must request a mailing address change in writing via fax, mailed form, an email or participant can log into their consumer portal and make any necessary changes.
- Phone Conversations with your Employer – telephone calls will be limited to requests for that information which is considered enrollment information and is used for plan administration purposes only and not protected health information.
- E-mail Correspondence – notification emails sent to participants throughout the claim process do not include identifiable health information. Any additional email correspondence from SuperiorUSA to a participant shall not include identifiable health information.
- Reimbursement Checks and Direct Deposit Vouchers – all checks and vouchers mailed directly to participant home are sealed prior to mailing. Checks and vouchers sent to your Employer instead of participant home addresses are sealed prior to mailing.

SuperiorUSA, business associate of your Employer, understands and agrees to adhere to all policies governing the security and confidentiality of protected health information.

SuperiorUSA
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