

Identity Theft

In accordance with the FCC's "Red Flag Rules", Women Partners In Health has made changes in our day-to-day operations in order to protect your privacy. The Red Flags Rule requires many businesses and organizations to implement a written Identity Theft Prevention Program designed to detect the warning signs – or "red flags" – of identity theft. By identifying red flags in advance, we are better equipped to spot suspicious patterns when they arise and take steps to prevent a red flag from escalating into a costly episode of identity theft.

The following information is our protocol for complying with and applying the Red Flag Rules to our practice.

1. General Procedures

- a. Comply with all HIPAA policies*
- b. Discard of all documents containing patient information in a shredding container*

2. New Patients

- a. Require and verify identifying information*
- b. Compare photo identification carefully to patient presenting identification*
- c. Compare physical description to patient presenting identification (e.g. DOB, height, etc.)*
- d. Check expiration date on identification*
- e. Compare signature on identification to other signatures of patient*
- f. Review identification for evidence of tampering*
- g. Compare identifying information with insurance company's information*

3. Existing Patients

- a. Verify identification of patient or their legal representative before disclosing any personal identifying information*
- b. Verify identification of patient or their legal representative before accommodating requests for changes of billing address*