VACCINE REIMBURSEMENT PROGRAM
COMPLIANCE TIPS - AUGUST 2015

Local Public Health Departments are entrusted with Personally Identifiable Information (PII) when performing services that are part of the Vaccine Reimbursement Program. Consider these best practices when collecting, handling, transporting, storing, transmitting, and mailing PII. In addition, seek guidance from your local privacy, legal, and policy experts.

When handling paper Insurance Information Forms and other PII records at local public health department and clinic sites -

- Do not leave forms in use unattended or in clear view;
- Transport in a locked car trunk;
- Store in a secure, locked area not accessible to the public;
- Collect and mail only information required for the Vaccine Reimbursement Program claim submission process.

Before sending any email with PII -

- Consider calling the Vaccine Reimbursement Staff instead of emailing;
- Never send completed Insurance Information Forms by email;
- If you transmit PII regarding a specific issue, you must use Proofpoint for a secure transmission;
- Never send PII by email unless you have verified the recipient’s address and you have checked and double-checked that you have entered the address correctly;
- Include a privacy statement providing a contact to whom a recipient can report a misdirected message and “Confidential” in the subject line.
EXAMPLE NOTICE: The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. Any review, copying, printing, disclosure, distribution, or other use by any other person or entity is strictly prohibited. If you are not the named recipient, or believe you have received this email in error, please immediately notify me at {insert telephone number} and delete the copy you received. Thank you.

**When sending paper Insurance Information Forms** -

- Verify correct information is in the package;
- Maintain package inventory (names and addresses of vaccine recipients);
- Verify the address is correct;
- Send by trackable mail;
- Track mail until delivery confirmation and follow-up immediately with the mailing delivery service on packages not delivered within the customary timeframe;
- Only send fewer than 500 forms in a single package.

**When considering disposing of Insurance Information Forms and other PII records** -

- Securely maintain original Insurance Information Forms for ten years (DPH Requirement);
- Dispose of PII paper records by using a cross cut shredder;
- Never dispose of PII records in regular trash.

**To achieve claim accuracy** –

- Follow Vaccine Reimbursement Billing Guidelines – they are designed to maintain claim accuracy;
- Seek clarification from Vaccine Reimbursement Staff when questions or discrepancies are identified that may impact the accuracy of claim submissions;
- Create and submit accurate, complete and legible documents.