



*Newborn Nurses, New Behavioral Network,
New Behavioral Network- Delaware, Inc.*

HIPAA REFRESHER TRAINING 2024

This year's annual HIPAA Refresher brings good news and scary news. We've been presenting these refreshers since 2013 and during that time we've had very few problems and lapses regarding the very sensitive information we're charged with protecting on an absolute basis. That's very good news. Now for the scary news. With the superfast development of Artificial Intelligence platforms private and state sponsored hackers are able to move more quickly than everybody else and the amount of sensitive data that is being stolen on a daily basis is astronomical. As of two years ago there have been 300,000 complaints to the federal government about millions of compromised medical records.

Did you know that a social security number is worth only \$1.00 on the street, but a medical record is worth \$50.00? So that makes the medical records we've generated since 1986 worth a considerable amount of money in the wrong hands. It raises risks of very angry patients and their families, unhappy and inquisitive government investigators and a lot of upset people. But during those 38 years we've been very careful about how we do things and it's worked. Now we just have to up our game.

As was discussed in last year's refresher AI can create a circumstance where a stranger can impersonate someone and fool someone else into giving up a small piece of information that enables a massive data breach. Here's an example: A familiar phone number appears on my screen so I answer the call. The caller asks me if I am Bill Begley. If I say "yes" my voice is now forever recorded saying "yes".



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That can be transposed to countless settings in which the “yes” response enables access to bank accounts, purchase requests and who knows what else. So we always have to be certain we know who we’re speaking with whether it’s in the office or otherwise.

Requests for medical records require extreme scrutiny. We have strong policies and procedures in place for granting access to these records and we have to be perfectly familiar with them and follow them. We can create a HIPAA violation if we don’t grant access to a legitimate request for records and we can certainly create one if we grant access to the wrong people. So please make sure you’re familiar with our policies and of course all requests in Delaware go through Darielle Flynn and in NJ they go through Erin Szczurek.

“Need to Know” is an important part of all of this and we all need to remember not to discuss cases with people, even in our own office, if it does not directly pertain to them. We can only discuss cases if it relates to patient care, payment for care or improving or analyzing our own operations. If there’s something interesting or unique about a case that does not give us the right to talk about it outside the settings mentioned above. So if Taylor and Travis ever arrive at our doorstep we can’t mention it outside the direct care setting.

The federal government reports that 36% of health care professionals don’t understand the requirements of HIPAA. Based on everything I’ve seen at NBN I am certain that 100% of our team knows exactly what HIPAA is all about and what each one of us needs to do to make sure that we honor the profoundly important role it plays in the protection of the people we serve in so many good ways.

2 PIN OAK LANE • CHERRY HILL, NJ 08003

OFFICE: 856.669.0211 • FAX: 856.424.0682

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**Thank you for being as thoughtful as you always have been in
guarding the privacy of those who trust us to do just that.**

**Bill Begley,
Privacy Officer**

I certify that I have read the 2024 HIPAA refresher information above. I understand and agree to be bound by the matter presented in it.

Employee Signature

Date

Print Name