



PROVIDER BULLETIN
#09-2018

TO: Participating hospitals
FROM: Privacy Office
DATE: May 16, 2018
SUBJECT: Proper fax submission procedures

Independence Blue Cross (Independence) is sending you this bulletin as a reminder of proper fax submission procedures. Recently, we have received numerous faxes containing member Social Security numbers, which are not an element that is used to identify Independence members. Instead, please use the member's unique member ID (UMI), which is located on the front of each Independence member's ID card.

There is concern that a fax containing Social Security information could be inadvertently sent to the wrong number, thereby jeopardizing a member's Social Security number.

As a reminder, any Protected Health Information (PHI) sent to Independence should be sent in compliance with the provider's Health Insurance Portability and Accountability Act (HIPAA) privacy and security obligations as a Covered Entity.

When submitting faxes, please ensure following member information is included:

- name
- UMI
- address
- age
- primary care physician name
- admission date

Thank you in advance for adhering to these procedures.

If you have any questions about this bulletin or proper fax submission procedures, please call Clinical Services at 1-800-ASK-BLUE and follow the prompts for Authorizations.

We encourage you to share this information with appropriate members of your staff.
