



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-SC-23-025

DATE: October 26, 2023
TO: Support Coordination Agencies
FROM: Melinda Richard, *Melinda Richard*
OAAS Assistant Secretary
SUBJECT: Protecting Private Health Information (PHI)

The Office of Aging and Adult Services (OAAS) would like to remind Support Coordination Agencies of the importance of securing participants' Private Health Information (PHI) for all work completed on their behalf.

When accessing community resources, please make sure the company or agency has been researched and vetted to determine the creditability of the company. Prior to sharing any participant's personal information.

Please see the reference from Section 7 of OAAS Support Coordination Agencies (SCA) Performance Agreement:

"All information obtained by the AGENCY under the AGREEMENT shall be treated as confidential in compliance with the Health Insurance Portability and Accountability Act (HIPAA) and implementing federal regulations at [45 C.F.R. Sub. A, Subch. C](#).

Information so obtained shall not be used in any manner except as necessary for the proper discharge of the AGENCY's obligations. The Federal and State government require that all information pertaining to participants, providers, health facilities, and associations shall be treated as confidential. In order to maintain said confidentiality and security, the AGENCY shall establish, subject to review and approval by OAAS, confidentiality, rules, and facility access procedures. Any data, regardless of means of recording, compiled under the AGREEMENT shall not be released to anyone, except to OAAS, without written permission from OAAS.

The AGENCY and the AGENCY's personnel shall at all times comply with all security regulations in effect at LDH/OAAS premises which are made known in writing by LDH/OAAS to AGENCY. The Agency must ensure that safeguards are in place to protect confidentiality of all participants' records and propriety information related to its own

business. Notifications may be required to the participant regarding the confidentiality of the participant's record."

If you have any questions or concerns, please contact Cheryl Brown at Cheryl.Dickerson@LA.gov.

c: Medicaid Program Support and Waivers (MPSW)
OAAS Regional Offices (ROs)