

COVID-19 FAQ

8. What are your recommendations if we have billers that need to work from home that specifically need to handle physical paperwork (run logs, PCS's, face sheets)? Can we deliver paperwork to them at their homes or have them pick up/drop off paperwork? How do we stay HIPAA compliant with physical paperwork at biller's homes?

Date Added: 3/30/2020

Answer: We recommend reducing actual paperwork as much as possible. And you are obligated to continue to follow the HIPAA safeguards when employees are working at home. We suggest having any physical paperwork scanned and sent to remote employees via secure and encrypted messaging or have it uploaded to a secure company website for remote access by those working from home. We strongly discourage any movement of paper to employee's homes. The HIPAA rules do not change because an employee is working from home. If transporting paper is unavoidable, paper should be transported in a secure folder, such as a tied manilla folder, and maintained in a secure location in the home – such as a locked drawer or cabinet, if possible.