



Office of Regulatory Compliance

HIPAA Policy 6.2

Title:	Right to Request Confidential Communications
Source:	Office of Regulatory Compliance
Prepared by:	Assistant Vice Chancellor for Regulatory Affairs
Approved by:	Vice Chancellor for Research
Effective Date:	July 1, 2013
Replaces:	04/13/03
Applies:	All UCD campuses

Introduction

Purpose

The purpose of this policy is to identify the circumstances under which a health care provider or health plan must accommodate a reasonable request from an individual to receive communications of his or her protected health information (“PHI”) from the health care provider or health plan by alternative means or at alternative locations.

Reference

45 C.F.R. § 164.522(b)

Applicability

This policy applies to the disclosure of PHI to an individual, who is the subject of the PHI, who has made a reasonable request to have the PHI communicated to him or her by alternative means or at alternative locations.

Policy

The provision to individuals of their own PHI will comply with all other applicable UCD HIPAA policies and the HIPAA Privacy Rule. Upon receipt of a reasonable request from an individual for his or her own PHI, UCD must consider the request and if accepted provide PHI to the individual by alternative means or at alternative locations.

Procedures

Conditions on Providing Confidential Communications

1. The UCD requires that the individual's request be made in writing.
2. The UCD may condition this accommodation on:
 - a) Assurance of how payment, if any, will be handled; and
 - b) Specification of the alternative address or other reasonable method of contact.
3. A health care provider **may not** require an explanation from the individual as to the reason for the request as a requirement for granting a request for confidential communications.
4. A health plan **may** require that a request contain a statement that disclosure of the PHI could endanger the individual

If a request is granted, UCD personnel must appropriately document the provision of PHI by alternative means or at an alternative location and follow the request in the area for which the request was made.