

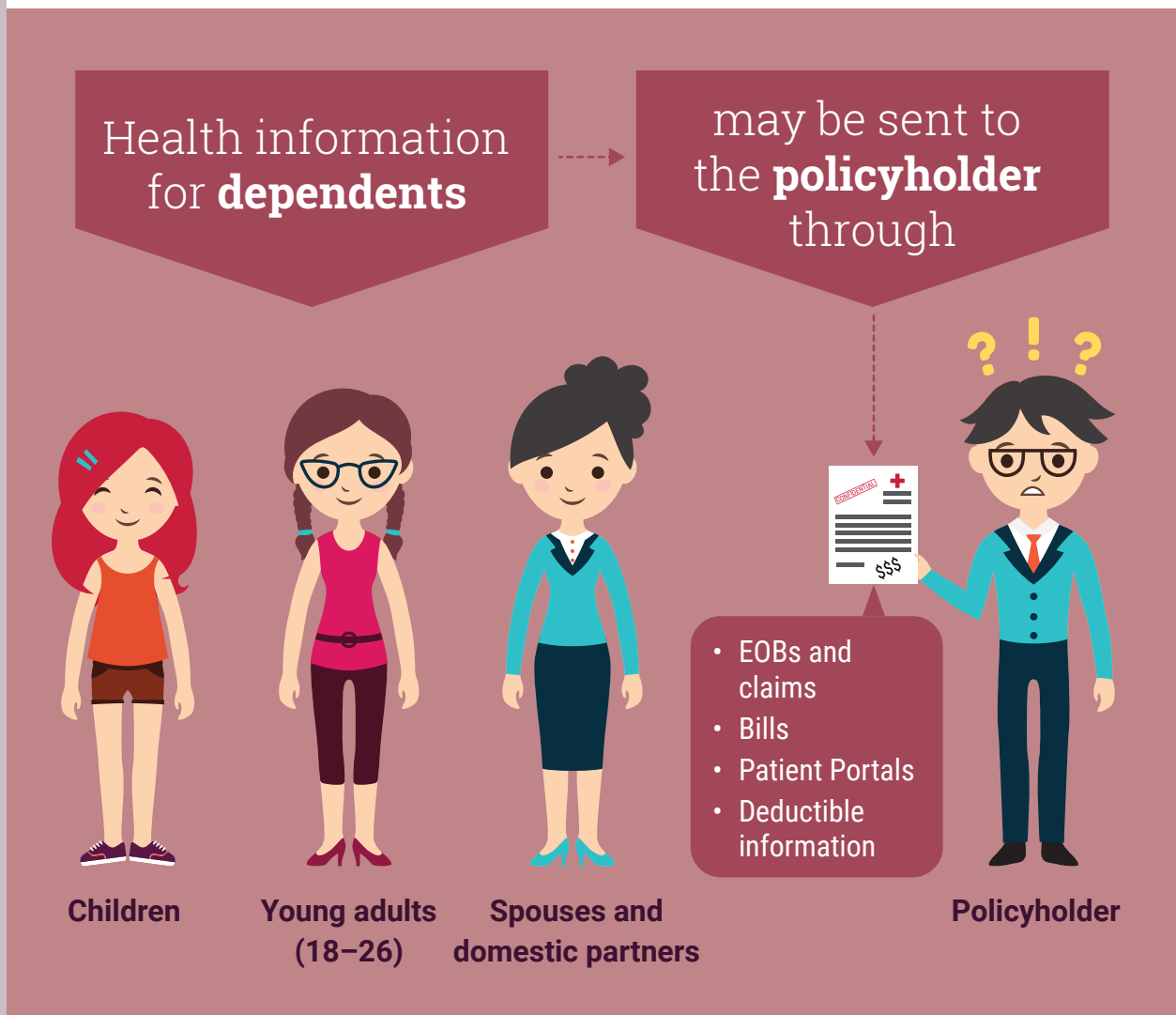
# CHALLENGES TO PATIENT CONFIDENTIALITY

## Potential Breaches Outside the Health Center

### INSURANCE

Implementation of the ACA in conjunction with Medicaid expansion has **increased the number of individuals covered by Medicaid or commercial health plans**, expanding access to care in many states.

However, billing these third party payers can result in the generation of explanation of benefits (EOBs) and other **communications to the policyholder that can potentially compromise confidentiality for covered dependents**.



### LAB/PHARMACY

**Labs and pharmacies are not always bound by the same confidentiality considerations as the health centers** themselves and sending lab specimens and prescriptions to these entities risks the generation of an EOB or a bill.



Some health centers may **mail lab results to a patient** if, after two efforts within 48 hours to reach the patient by telephone, they are unable to be reached.



Having **prescriptions sent home through an online pharmacy benefit**, for example, could be risky for someone whose partner might sabotage their birth control.



Some **pharmacies have begun sending “noncompliant notices”** in cases where clients do not pick up their prescriptions, and that could jeopardize client confidentiality.