

HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT OF 1996, HIPAA

MessageVision Inc. (MVI) integrates, processes and automates the flow of documents and data, seamlessly linking paper and electronic processes together. MessageVision's advanced network infrastructure supports a bi-directional flow of messages, documents and information simultaneously, supporting a massive volume of pages of corporate-critical information every day. Our clients' information is sent in electronic format to recipients who desire or are required to receive the information in paper form. MVI users may also receive any fax transmissions delivered in electronic format to any predefined email or network location.

In the general course of MVI business we are required to handle the transmission of proprietary and/or sensitive information of our clients worldwide. This confidential information may be in the form of personal consumer information, healthcare records, legal documents, securities and trading information, and general business process information such as invoices, statements, just-in-time manufacturing orders etc. In each market we serve, many MVI clients must meet legal, regulatory and industry specific compliance requirements that dictate a high level of security during the transmission of information.

Although this document primarily discusses HIPAA as it relates to MessageVision service, it is important to reiterate that the market space we service demands utmost confidentiality in the distribution of critical information. For this reason, a prime consideration for MVI has been and continues to be based upon our secure infrastructure.

Understanding some basic fundamentals of MVI services provides guidance on the nature of HIPAA compliance as they relate to our solutions:



Access Restriction

Restricting access to private medical information is a main focus of HIPAA compliance. With MVI service, information is sent and received electronically, specifically routed to a user's email, fax machine or designated storage location. This electronic processing eliminates the need for the physical handling of hard-copy documents and the possibilities of misrouting information or having it left in view of unauthorized individuals.

Integration for Security and Document Retention Requirements

The MVI service may be optionally integrated with secure network storage devices, imaging, archiving and back-office applications utilized in meeting specific document retention requirements within the client infrastructure. These MVI integration solutions may be configured to integrate within the work-flow environment, enhancing and automating business-critical input and output from virtually any platform or operating system.



To meet the specific security and control needs of our clients, MVI integration tools may be deployed at MVI's Secure Network Operations Center or on premise, directly within the client infrastructure. Regardless of the logistics, MVI's seamless approach to integration is focused on efficiency, and may be deployed rapidly while eliminating the disruption of change management in the work environment



Centralized Transmissions for Private Health Records

MVI service serves as a central hub for inbound and outbound fax and electronic document delivery. This distribution-hub architecture further ensures the confidentiality of information transmitted by eliminating non-secure manual processes in the exchange of protected health records.



Processing Confidential Patient Information

Client information to be delivered is deleted from the service upon successful delivery. The information retained in the service is in the billing database which is the delivery information and the name of the documents for delivery. After exhausting all attempts for secure delivery, client data is deleted after 72 hours, the standard default preference. Automated deletion parameters are completely configurable. Clients have the option to delete undelivered information at any time and resubmit at time of the next attempt.

These deletion and resubmit options may be processed through a browser or programmed to run automatically through MVI's Application Program Interface (API). This configurable design is especially important, as HIPAA regulations addressing retention of patient information is controlled by the specific security requirements and/or the unique requirements of the client's medical situation.

From the time client information enters the service to when the information leaves the service, information being transmitted is not available for viewing or downloading by the client while in the service, or by MVI personnel.

All MVI personnel are under non-disclosure for client information, as controlled by MVI company policy governing the confidentiality of client information (MVI Administrative Policy AP-20-002). This policy requires the client to submit written authorization for capturing such data. While any document is outside of the actual service, the client information must be stored in a secure manner and must be destroyed upon completion of any development or diagnostic procedures. In addition, MVI personnel are given specific orientation toward HIPAA compliance issues and requirements.



MVI system architecture does not accommodate the ability to manipulate the information within any document being transmitted. With this inability to change or revise information in mind, HIPAA regulations addressing content access, control and management are not applicable.

Inbound documents received via fax technology is, by industry fax standards, in a TIFF formatted image, and is delivered to the recipient by default in this same TIFF file format. Documents received may also be delivered in Adobe PDF format.

Documents sent to MVI for outbound faxing that are not in a TIFF image format, are converted into a TIFF image automatically upon receipt. At the client's option, information being sent to and from the MVI service may be transmitted using several secure transmission methods, Internet or private line, employing SSL or PGP encryption and/or over a VPN using high level encryption technology.

MVI is a strong partner for Healthcare Providers, Healthcare Clearinghouse operations, Private Benefit Plan Providers, and Government Funded Health Plans who need to link electronic and paper fax processes together. MVI services are the ideal solution to assist healthcare organizations in addressing the fluid nature of the Administration Simplification initiatives of HIPAA.

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