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Tip Sheet: Responding to Workers' Compensation Requests for Patient Information

Barbara Duncan, HIPAA Privacy Officer for Stormont Vail Health in Topeka, Kansas, developed this tip sheet to help employees feel comfortable responding to requests by workers' compensation insurers for patient health information within HIPAA parameters.^[1] Contact her at bduncan@stormontvail.org.

Tip Sheet: Integrity & Compliance

Workers' Compensation Requests for Information

Stormont Vail Health will work with patients and employers/employer representatives to provide health information necessary for appropriate care for the patient.

See: Title 45 C.F.R. § 164.522

Verification of a person representing the Workers' Compensation carrier is necessary to release information. This may be accomplished by asking the caller to fax or email a copy of their business card or letterhead stationery. This should be scanned to the chart. Subsequent verification should not be necessary unless there is a change in their staff.

Once verification is received, then no authorization is necessary to disclose health information for treatment related to a workers' compensation claim when the disclosure is made to the:

1. patient,
2. employer,
3. state division of workers' compensation,
4. parties to a workers' compensation proceeding,
5. a third-party workers' compensation payer, or
6. individuals providing treatment.

Information to be released must be the minimum necessary to answer the questions as long as it is limited to treatment that is related to the workers' injury.

If the caller is requesting records, you may give them the fax numbers to the Release of Records offices:

- Clinic: 785-354-XXXX;
 - Hospital: 785-354-XXXX;
 - Email: xxxx@stormontvail.org
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If you have questions or concerns, please contact the Stormont Vail Health Integrity & Compliance Privacy office.

Stormont Vail Health Mission

Working together to improve the health of our community.

Our Commitment

We are committed to conducting fair and honest dealings with the public, including patients, private and governmental payers and vendors, all of whom are important to our success.

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