



Health Information Management

Health Information Management Overview

Partners' Health Information Management Department is responsible for maintenance and retention of all health records while assuring compliance with HIPAA Privacy and all other confidentiality rules and regulations. In addition, the department also ensures provider compliance with records retention and maintenance upon closure of their NC business or termination from the Partners' network. The staff are responsible for processing release of information requests, gun permit applications, consumer data warehouse (CDW) compliance and accuracy, and merging duplicate consumer records in Alpha MCS.

The Health Information Manager also serves as Partners' HIPAA Privacy Officer. The privacy officer works to assure compliance with the HIPAA privacy rule and all other confidentiality related laws by training staff, completing audits, and investigating HIPAA privacy concerns and/or allegations received.

Frequently Asked Questions and Answers

Q: What do I do if I find a duplicate consumer in AlphaMCS?

A: Send a secure, encrypted email to Health_Info_Mgmt@partnersbhm.org

Q: What do I need to do with my consumer records if I have decided to end my contract with Partners or close my business?

A: In the event that a Medicaid Provider closes its business in North Carolina or leaves our network, either copies of all Medicaid medical records or an approved storage plan must be submitted to Partners. Partners' Health Information Management Department must be notified immediately of any decisions made by a provider to close a North Carolina business or leave the network in order to coordinate the proper handling and transferring of medical records.

Q: How long do I have to keep/retain consumer records?

A: Providers must follow the Records Retention and Disposition Schedule Provider Agency APSM 10-5 which can be found here: https://files.nc.gov/ncdhhs/Rec-Retention-and-Disp-Sched_dmh-dd-sas_provagency_APSM-10-5_10-26-11.pdf

Q: What should I do if I have a HIPAA breach/violation?

A: Providers are required to adhere to regulations regarding HIPAA standards. In the instance of a HIPAA breach/violation, Partners must be notified within 72 hours of the occurrence. Providers may report incidents by calling the Regulatory Compliance Alertline at 1-866-806- 8777 or by logging on to Partners' Regulatory Compliance Alertline Program: <https://partnersbhm.alertline.com>

Important Links

You can access the Health Information Management section of the Partners' Provider Knowledge Base by visiting <https://providers.partnersbhm.org/health-information-management/>

To access the Records Management and Documentation Manual APSM 45-2, visit <https://files.nc.gov/ncdhhs/RMandDM%203rd%20Edition%209-1-16.pdf>

Confidentiality Rules for MH/DD/SAS APSM 45-1
<https://files.nc.gov/ncdhhs/documents/files/apsm45-1confidentialityrules1-1-05total.pdf>

Records Retention and Disposition Schedule DMH/DD/SAS Provider Agency APSM 10-5
https://files.nc.gov/ncdhhs/Rec-Retention-and-Disp-Sched_dmh-dd-sas_provagency_APSM-10-5_10-26-11.pdf

HIPAA Resource website: <http://www.hhs.gov/ocr/hipaa/>

Who to Contact in Health Information Management

Email: Health_Info_Mgmt@partnersbhm.org

Phone: 1-877-864-1454, option 0