



# HIPAA Collaborative of Wisconsin Spring Conference Overcoming the Roadblocks to HIPAA Compliance April 22, 2005



## PROGRAM SUMMARY

- 8:00-8:45 Registration & Continental Breakfast
- 8:45-9:00 Welcome & Introductions
- 9:00-10:15 **Keynote Session - HIPAA Security Compliance: Where Do We Go From Here?**  
**William Miaoulis, CISA, CISM**  
Phoenix Health Systems
- 10:15-10:30 Break
- 10:30-11:30 Breakout Session 1
- 11:30-12:30 Lunch
- 12:30-1:30 Breakout Session 2
- 1:30-1:45 Break
- 1:45-3:00 Security/Privacy Roundtable  
OR EDI Roundtable

## Milwaukee Marriott West

W231 N1600 Corporate Court  
Waukesha, WI 53186

Call 1-800-228-9290 for reservations

State Hwy 164 at I-94;  
Exit 295 off I-94;  
take Hwy 164 North;  
the hotel is on the left.



The room rate for Thursday evening, April 21 is **\$89** for reservations made on or before **April 8, 2005**.

Please circle the breakout you will attend in each session:

- Breakout Session 1: Security/Privacy - Policies & Procedures  
EDI - Interoperability & Connectivity
- Breakout Session 2: Security/Privacy - Security Awareness Training  
EDI - CORE (Counsel for Affordable Quality Healthcare)
- Roundtable Discussion: Security/Privacy Roundtable: Controlling Access & Password Management  
EDI Panel Discussion

**\$125 Early Bird Registration** - postmarked or faxed on or before **Friday, April 8, 2005**

**\$150 Registration** after April 8, 2005

Method of Payment:

- Check - Payable to HIPAA COW
- Credit Card (Visa or MasterCard)  
credit card # \_\_\_\_\_  
expiration date \_\_\_\_\_  
signature \_\_\_\_\_

Send payment & registration to:  
HIPAA COW

Attn: Marjean Griggs  
P.O. Box 372  
Watertown, WI 53094  
[marjean@griggsmanagement.com](mailto:marjean@griggsmanagement.com)  
Phone: 1-920-206-1265  
Fax: 1-920-261-8742

Name \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_  
Title \_\_\_\_\_  
Mailing Address \_\_\_\_\_

## **KEYNOTE SESSION - HIPAA Security Compliance: Where Do We Go From Here?**

This presentation offers a look at the lingering security compliance roadblocks, the risks non-compliance poses to HIPAA's Privacy components and effective strategies for mitigating risks of non-compliance with the Security Rule. Participants will gain a perspective on the reasons why providers are having a difficult time complying with the persistent Security roadblocks, actual examples and strategies of organizations who have overcome these obstacles, and critical success factors for achieving compliance.

As part this presentation, you will be presented with the results of the HIMSS / Phoenix U.S. Healthcare Compliance Survey Results for winter 2005. This presentation will also include 10 steps you can take to reach compliance and can be used by those just starting, in the process of becoming compliant or for those who feel they are compliant.

This presentation will discuss what to do if you are not compliant and what you should do now.

Specific topics to be addressed include:

- Historical trending of compliance levels with the Security rules
- Determine how your company compares with the 2005 survey
- Review of the Security standards providers find most difficult to implement
- Audit Control
- Information System Activity Review
- Disaster Recovery Planning
- Risk Analysis and Risk Management
- Ten steps that can get you to HIPAA compliance
- Enforcement - where do we stand
- Effective methods of acknowledging and communicating non-compliance to senior management
- Strategies for moving forward
- Predictions and caveats for security trends of the future

### **William Miaoulis, CISA, CISM**

Bill is a Senior Healthcare Information Systems Professional with over 11 years of healthcare information security experience. For 7 years, Bill was the University of Alabama Birmingham's Information Security Officer and instituted the security and privacy programs. Over four years ago, Bill moved into healthcare consulting services, most recently with Phoenix Health Systems where he assists healthcare organizations with a focus on information security, information security risk management programs and HIPAA privacy. He also assists clients with security risk assessments, contingency planning, security and privacy training, systems selections and information technology strategic planning engagements. Bill has developed numerous security methodologies which rely heavily on incorporating generally accepted security principals and current industry standards, such as NIST with the HIPAA security requirements. Bill contributes to the industry by frequently speaking at conferences on security matters, including recent sessions on Risk Analysis/Risk Management, Creating and Implementing Effective Security Policies, Understanding the HIPAA Security Rule, and Creating Effective Security Incident Response Procedures. Bill has been quoted by numerous publications including Health Data Management, Briefings on Healthcare Security and Computer World.

## **Security/Privacy Session 1 - Policies & Procedures**

A common frustration expressed when trying to implement the HIPAA Regulations is writing policies and procedures (P&Ps) that not only all workforce members can understand, but are also able to follow. This breakout session will explore simple ways to format, write, and implement clear, enforceable, easy-to-understand P&Ps. The HIPAA COW Administrative Security Workgroup's P&P Template will be provided as a guide for P&P writing. Also, a P&P written by the workgroup will be shared as an example of how to write HIPAA Security P&Ps for your organization.

### **Holly Schlenvogt, MSH, Privacy Officer, Medical Associates Health Centers**

As the Privacy Officer at Medical Associates Health Centers, a multi-specialty physician-owned clinic system in Southeastern Wisconsin, Holly was instrumental in writing the key HIPAA Privacy policies, procedures, forms, agreements, and guidance documents. Currently, Holly is leading the HIPAA Security initiatives in her organization. She also developed and provided a well-received organization-wide annual HIPAA Privacy and Security training program and a program to audit HIPAA compliance. Holly has over 15 years experience in various health care settings including clinics, hospitals, home health agencies and nursing homes. For over two years, Holly has actively worked on several HIPAA COW workgroups including the Privacy policy and procedure writing workgroup and the Physical Security workgroup, and she is co-chair of the Administrative Security Workgroup. She was recently elected as the HIPAA COW VP of Programs and is on the board.

## **Security/Privacy Session 2 - Security Awareness Training - Effective Techniques**

The most effective security awareness training happens through totally engaging the audience; this presentation provides logistics for making it fun. In fact, this presentation will demonstrate a series of interactive techniques for having "fun" and delivering the message at the same time! Attendees will leave with methods, techniques, and examples that they can use within their own organizations.

### **Todd Fitzgerald, CISSP, CISA, CISM, Director of Systems Security & Systems Security Officer, United Gov't Services**

United Government Services is the nation's largest processor of Part A (Hospital) Medicare claims and is a division of WellPoint, Inc, the nation's largest health insurer. Todd has authored articles on Information Security for *Information Security Magazine*, *The Information Security Handbook (2004 and 2005 Editions)*, *The HIPAA Program Reference Book (Dec 2004 Publication)*, *Managing an Information Security Awareness & Training Program (April, 2005)*, and several other security-related publications. Todd was recently added to the Editorial Board of *Information Security Magazine*. Todd presents frequently at National and local Security and Healthcare-related conferences to promote awareness of information security issues. Todd is a member of the Board of Directors and co-chair of the Security Taskforce for HIPAA COW.

## Security/Privacy Session 3 - Roundtable: Controlling Access and Password Management

We asked several Wisconsin covered entities how they control access to systems and applications containing ePHI. We also asked them what their password requirements are for systems and applications containing ePHI. Facilitated by Todd Fitzgerald, this Security Roundtable will explore their answers and offer opportunity for participants to share what they do in their organizations. The results from the Winter poll on attendees' HIPAA Security Rule progress will also be shared and another poll will be conducted.

## EDI Session 1 - Interoperability and Connectivity For EDI Transactions Between Providers and Payers

HIPAA standard transactions promised that it would be easier to send transactions to all payers, and the costs would be reduced. This session will explore what is involved in sending transactions to multiple entities, the benefits and issues related to submissions through clearinghouses or directly to payers. The topic of transaction acknowledgment and the "black hole" through which transactions some times disappear, and what can covered entities do about it will also be discussed. How to leverage the administrative transaction experience to prepare for the exchange of clinical information.

### **Kepa Zubeldia, MD, President and CEO, Claredi**

Actively involved in healthcare EDI since 1982, Dr. Zubeldia is the founder of Claredi, the nation's leading provider of tools for healthcare EDI interoperability management. A physician by training, he is a recognized authority on all matters of healthcare EDI. Prior to starting Claredi in October 2000, Dr. Zubeldia successfully founded two clearinghouses and served as vice president of technology for Envoy/WebMD. He is a past chair of AFEHCT and served on the National Committee for Vital and Health Statistics (NCVHS) from 1999-2004.

Thank you to the  
HIPAA COW 2005 Sponsors!

#### Gold

Jefferson Wells

#### Silver

Ozaukee Bank

Quarles & Brady, LLP

State Collection Service

Wisconsin Health & Educational Facilities  
Authority (WHEFA)

#### Bronze

von Briesen & Roper, SC

Passport Health Communications

## EDI Session 2 - CORE (Committee on Operating Rules for Information Exchange)

The Committee on Operating Rules for Information Exchange (CORE) is a new initiative organized by the Council for Affordable Quality Healthcare (CAQH). Its goal is to develop and implement an integrated package of administrative initiatives that will significantly improve provider and health plan interaction. The impetus for this initiative is due, in large part, to the fact that HIPAA has not offered relief for current eligibility problems. Implementation of a meaningful eligibility transaction is necessary to help reduce administrative costs and enhance patient care. L. Carl Volpe, Ph.D., Vice President of Strategic Initiatives for Wellpoint and Chair of the CAQH Eligibility and Benefits Work Group, will join us to discuss the CORE Initiative.

### **L. Carl Volpe, PhD, Vice President, Strategic Initiatives, WellPoint, Inc**

Carl joined WellPoint in June 1996 as Director of Health Policy and Analysis. In April 1998, he was promoted to Vice President for Health Policy and Analysis. He assumed the position of Vice President for Strategic Initiatives in January 2000 responsible for strategic corporate projects that identify internal and external opportunities and partner strategies with hospitals physicians, foundations and academic institutions which improve services and the quality of care to the members. He is also responsible for corporate strategy on women's health and for communication of medical management activities in new and renewal business proposals. Prior to this, he served as Director of Health Legislation at the National Governors' Association (NGA) in Washington, DC. Volpe has experience in a variety of health care arenas including market-based health care, network-based health care systems, health care financing systems and state/federal relationships in public and private health reform. In 1993, he served as a consultant to President Clinton's Health Care Task Force representing the nation's governors. Volpe received his Ph.D. from Northeastern University in Boston. He was awarded a post-doctoral fellowship in applied psychology and evaluation at St. Louis University and was a senior research associate at St. Louis University's Center for Urban Programs.

## EDI Session 3 - Roundtable

The EDI Workgroup Panel Members representing payers, clearinghouses, vendors and providers will be present to discuss how their organizations are planning for the NPI changes and implementation. These members have volunteered to share their experiences with the attendees of HIPAA COW to assist others with the many challenges that will be faced during this next phase of HIPAA assessment and implementation. Join us to share your experiences, learn from our panel members and hear the discussion surrounding this complicated requirement.