



HIPAA Collaborative of Wisconsin Winter Conference

■ ■ ■ Winter Advisory-Storms of HIPAA Security, Privacy & EDI Conditions ■ ■ ■

January 21, 2005



PROGRAM SUMMARY

- 8:00-8:30 Registration & Continental Breakfast
- 8:30-8:45 Welcome & Introductions
- 8:45-10:00 Keynote Session - Strategies for Joint Compliance with HIPAA Security & Privacy
Rebecca Herold
- 10:00-10:15 Break
- 10:15-11:15 Breakout Session 1
- 11:20-12:20 Breakout Session 2
- 12:20-1:30 Lunch
- 1:30-2:15 Breakout Session 3
- 2:15-3:00 Privacy/Security Roundtable OR EDI Roundtable

Marriott Madison West Atrium Hotel & Conference Center

1313 John Q. Hammons Drive
Madison, WI
1-800-228-9290

From Chicago, Minneapolis, Milwaukee: Take I-90/94 to Hwy 12/18 (Beltline Highway). West on 12/18 for ten miles to Greenway exit. Left on Greenway to John Q Hammons Drive, then left to hotel.

The room rate for Thursday evening, January 20th is **\$104** for reservations made on or before **January 7, 2005.**

Please circle the breakout you will attend in each session:

- Breakout Session 1: Privacy - Responding to an OCR Privacy Complaint
Security - Secure Email Messaging
EDI - Beyond the 837 Claims Transaction: A Clearinghouse's Experiences
- Breakout Session 2: Privacy/Security - Security Incident Response Plan
EDI - Claims Attachment Overview
- Breakout Session 3: Privacy/Security - How To Bring Your Risk Manager Into the Security Management Process
EDI - Beyond the 837 Claims Transaction : A Provider's Experiences
- Roundtable Discussion: Privacy & Security Combined Roundtable
EDI Roundtable

\$125 Early Bird Registration - postmarked, faxed or called-in on or before **Friday, January 7, 2005**

\$150 Registration after January 7, 2005

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KEYNOTE SESSION - Strategies for Joint Compliance with HIPAA Security and Privacy

In many organizations the people responsible for privacy are completely separated from and in entirely different departments from the people responsible for security. Often these departments do not communicate, or even acknowledge or understand the compelling relationship that essentially exists between the two. Too often privacy is considered a purely legal issue, the responsibility for which is often handed to organizational legal counsel. Or, it is ignored altogether as a separate issue, and management assumes it will be addressed by all the various business units during the course of doing business. Security is too often viewed as a purely technical issue, and the responsibility for security is more often than not placed within the information technology or networking support area — often buried beneath several layers of management. And the twain never meets. Likewise, with regard to HIPAA, many organizations believe they can treat the HIPAA Privacy Rule and Security Rule as completely separate, independent regulations. Many organizations have created a HIPAA Privacy Rule compliance team and a HIPAA Security Rule compliance team, and unfortunately the two teams often do not share any members, and sometimes they do not even communicate.

To most effectively achieve HIPAA compliance, you need to understand where the Privacy Rule and Security Rule overlap. Not only is this important to ensure consistency and not leave any compliance gaps, it will also help covered entities (CEs) to consolidate and make their HIPAA compliance efforts more efficient and cost effective. This session will explore strategies for joint compliance with the HIPAA Security and Privacy rules.

Rebecca Herold, CISSP, CISA, CISM, FLMI

Rebecca Herold is an independent information privacy, security and compliance consultant, author and instructor. Rebecca has over 15 years of information privacy and security experience, and assists organizations of all sizes with their information privacy, security and regulatory compliance programs. She has created content for the PrivaPlan HIPAA compliance software, has helped organizations with HIPAA compliance through risk analysis and training, and is currently working on an online HIPAA applications and systems risk analysis ASP tool with Innovapp (co-creator of HCAT). Rebecca specializes in information privacy, security and compliance awareness and training, risk assessment, gap analysis, policy content development, strategy development and implementation. She has been a monthly information privacy columnist for the *CSI Alert* newsletter since late 2000 and contributes articles to other publications regularly. In addition to her dozens of published articles, Rebecca authored *The Privacy Papers* in 2001, co-authored *The Practical Guide to HIPAA Privacy and Security Compliance* in 2003, authored *Managing an Information Security and Privacy Awareness and Training Program* that will be published by Auerbach in early 2005, and authored *The Business Executive Practical Guides to Compliance and Security Risks* series of e-books.

EDI Session 1 - Beyond the 837 Claims Transaction: A Clearinghouses Experiences

Representatives from Passport Health and networkes.com will present information regarding what they have been working on beyond the initial 837 Claims Transaction. They will share their knowledge and experiences to date with payors, providers, along with some of the types of functionality they have built with other transactions such as Remits, Eligibility, Claims Status Inquiry, Secondary Electronic Claims, Real-time and/or Batch Transactions. They will share what they envision the future of clearinghouses since HIPAA has been mandated and how they believe future HIPAA Transaction items such as NPI may be handled.

Lloyd Baker, Corporate Vice President, Passport Health

Lloyd Baker is Corporate Vice President of Sales for Passport Health Communications, based in Franklin, Tennessee, joining Passport in 2000. Mr. Baker is a veteran of health care sales and marketing for the past 25 years in the Nashville area. Prior to joining Passport, Mr. Baker worked as a sales consultant for Medicare audit and physician practice management firms. Baker was employed with HCA/Columbia in Nashville with roles in hospital sales/marketing and physician recruitment. He is a graduate of Middle Tennessee State University with a Bachelor's degree in Business Administration.

Greg Koller, Vice President, Claims Services, Passport Health

Greg Koller is the Vice President of Claims Services for Passport Health Communications, based in Brookfield, Wisconsin, joining Passport/Proservices in 1998. Mr. Koller leads the Passport Wisconsin operations teams and is responsible for overseeing day-to-day operations and new development of health care claims billing and remittance products. Prior to Proservices, Mr. Koller spent five years with American Medical Security, Inc. where he served in various roles in the claims department, including claims supervisor and EDI Coordinator. Mr. Koller has taken an active part with WEDI and AFEHCT in various HIPAA Initiatives. He also sits on the advisory board for Claredi, a recognized industry leader in HIPAA testing and validation. He received his Bachelor's degree from the University of Wisconsin Madison.

Bill McLaughlin, President and CEO, networkes.com, LTD

Mr. McLaughlin has been employed in the health care industry for over twenty years in a variety of staff and management positions. He served as Administrative Resident at the Hospital of the Medical College of South Carolina in Charleston, Senior Budget Analyst with the Wisconsin Hospital Rate Review Program, Manager of Utilization Review and Quality Analysis for Blue Cross Blue Shield United of Wisconsin, Manager of Network Development for Compcare Health Insurance Corporation, Director of Provider Relations and Contracting for Maxicare Health Insurance Corporation and Vice President of Information Systems and Business Development for McNerney, Heintz, Inc. In 1996, Bill started Networkes LLP, now known as networkes.com, with Chris Birk, and has served as President and CEO since its inception. Mr. McLaughlin's area of expertise is the organization and financing of health care delivery systems with a particular emphasis in managed care and information systems.

EDI Session 2 - Claims Attachment Overview

During this session, Don will outline the implementation considerations for using both the X12 transaction and the HL7 messages to support the requirement. He will discuss the two implementation approaches that will be considered by many, and highlight which approach will be most commonly used during the initial phases of this transaction set. Issues that have been uncovered by vendors and others will be presented along with suggestion on how these issues might be addressed.

Don Bechtel, Privacy and HIPAA Compliance Officer, Healthcare Data Exchange (HDX)

HDX is wholly owned by Siemens Medical Solutions Health Services Corporation. Don's duties include positioning HDX for Regulatory and Standards compliance, with respect to privacy, security, and transactions standards. He has been employed with Siemens Medical Solutions Health Services (formerly SMS) since 1969, where he has held a variety of technical and management positions in product development, field operations, and new business development. Throughout his tenure he has been involved with regulatory affairs that affect hospitals and health organizations. Don is a member of ANSI Accredited Standard Committee X12 - which is responsible for Electronic Data Interchange (EDI) standards development and maintenance in the US; WEDI (the Workgroup for Electronic Data Interchange); and AFEHCT (Association For Electronic Health Care Transactions)

EDI Session 3 - Beyond the 837 Claims Transaction: A Providers Experiences

Suzanne Ronde will share Aurora Health Care's experiences to date with HIPAA Transactions other than the 837 Primary Claims transactions. She will present what they have seen with Secondary Electronic 837 Claims, 835 Remittances, 276/277 Claims Status Inquiry and the 270/271 Eligibility Transactions. Suzanne will also share how testing has progressed, the current standing of the industry and possible strategies on addressing the National Provider Identifier.

Suzanne Ronde, EDI Coordinator, Aurora Healthcare

Aurora Health Care is an integrated health care system providing hospital, physician, laboratory, pharmacy and home health services throughout Eastern Wisconsin. For the past six years, Ms. Ronde has worked with various health care entities ranging from health plans, clearinghouses and providers in the areas of Electronic Data Interchange (EDI), project management and various aspects of the HIPAA regulations as an employee or as a consultant. She has participated in WEDI SNIP in various capacities, including as a Co-chair for the NPI Subpart Workgroup. She is also the HIPAA COW EDI Taskforce Co-chair and Board Member. She has been an advocate of collaboration among health care organizations to encourage improvements, efficiencies and strategies.

EDI Session 4 - Roundtable

Share information with your health care peers regarding some of the hot topics in EDI. Some of the items that will be discussed include the other HIPAA Transactions, how are organizations dealing with the National Provider Identifier, what has the HIPAA COW EDI workgroups been working on and other exciting and interactive topics. Please join us to share and learn from each other during the Roundtable Session.

Nathan Keeney, EDI Technical Analyst, Unity Health Insurance

Nathan has over eight years of experience working with EDI. For six years, he worked with EDI transactions in the automotive industry. During the past two and a half years, he has served as the EDI Technical Analyst for Unity Health Insurance. He is also a co-chair for the HIPAA COW EDI Eligibility/NPI workgroup.

Privacy Session 1- Responding to an OCR Privacy Complaint

This session will review the OCR privacy complaint process - from start to finish. Additionally, the session will also address the role of other external agencies in investigating privacy complaints.

Nancy Davis, Director of Privacy, Ministry Healthcare

Ms. Davis has worked in a variety of health care settings managing areas of health information, quality assessment, risk management, JCAHO, and safety. She has experience in both large and small health care delivery settings, including hospitals, clinics, and nursing homes. She has spoken for many professional groups and written articles on topics that fall into her field of experience. Currently Nancy is serving as the Director of Privacy/Security Officer for Ministry Health Care, a Catholic health care system which includes a network of aligned hospitals, clinics, long-term care facilities, home care agencies and many other programs and services in Wisconsin and Minnesota. Her current responsibilities include the implementation and ongoing compliance of Ministry Health Care to the HIPAA Privacy and Security Rules.

Security Session 1 - Secure e-mail Messaging

The use of e-mail in health care continues to rise. When PHI is included in the body or attachments, it is e-PHI governed by the security and privacy rules. The most common interpretation of HIPAA is that when e-PHI in e-mails goes over open networks like the Internet it needs to be protected by encryption. However, covered entities have been slow to adopt secure Internet e-mail because of perceived complexity and problems with interoperability. This session will review the business requirements for secure Internet e-mail and explain alternatives. Emphasis will be on server-to-server solutions and the differences between TLS and SMG as two promising approaches. The session will end with audience discussion of plans and concerns.

Ted Ohlswager, Chief of the Center for Uniformity, Security and Privacy at the Wisconsin Dept of Health & Family Services

As the HIPAA Coordinator for the Wisconsin Department of Health and Family Services, Ted manages the central privacy and security functions. He serves on the HIPAA COW Board of Directors.

Privacy/Security Combined Session 2 Security Incident Response

Covered entities are committed to information security practices. Central to this, is the development of a security incident response plan that is not only compliant to the HIPAA Security Rule standards, but also consistent with acceptable best industry practices. Given the wide scope of covered entities and their available resources, a security incident response plan must reasonably address the specific needs of each organization, regardless of size, technology, or resources. The speakers will present a health plan, hospital, and clinic perspective to their implementation of a security incident response plan.

Eric Sinclair, CISSP, United Government Services

Eric is a systems and security professional with over fifteen years of experience in information technology and systems management. He has an extensive background in planning, developing, deploying and managing large-scale systems, networks and support capabilities. Eric has worked within industries such as government, health care, e-commerce, computerized communications, manufacturing, newsprint, and facilities maintenance. Currently, Eric is an Information Security Specialist with United Government Services, LLC. (A wholly owned subsidiary of Blue Cross Blue Shield of Wisconsin, which is a wholly owned subsidiary of WellPoint Health Networks). UGS is the country's largest Part A Medicare Fiscal Intermediary to the Centers for Medicare and Medicaid Services (CMS) with 11 locations and over 1300 employees.

Beth Malchetske, MBA, RHIA Health Information Security Manager, ThedaCare

Beth Malchetske is the health information security manager for ThedaCare, Inc. In that capacity, she has primary responsibility for implementing all segments of HIPAA throughout the ThedaCare health system. In addition, Ms. Malchetske has an active role in ThedaCare's transition to the electronic medical record. She also serves as a co-manager to the Appleton Medical Center and Theda Clark Medical Center Health Information Departments. Ms. Malchetske received her MBA and also a BS in Health Information Management and has earned RHIA credentials. She has 20+ years of experience in the health information management field.

Privacy & Security Session 2 - How to Bring your Risk Manager into the Security Management Process

In this session, Cathy Boerner will focus on the various roles and responsibilities of health care risk managers including loss prevention and reduction, claims management, risk financing, regulatory and accreditation compliance, risk management operations, and bioethics. We will explore how to bring the risk manager into the HIPAA security management process including participating in the risk analysis, risk management, sanctions and information system activity review. This session will help you understand the value, skills and expertise the risk manager can contribute to the security management process.

Catherine Boerner, Senior Vice President, The Moore Consulting Group, LLC

Throughout her consulting career, Cathy has specialized in developing and implementing compliance programs including acting as interim compliance and privacy officer. She has conducted business office assessments; developed policy and procedure manuals; and performed physician contract reviews. Currently she is working with all aspects of HIPAA Privacy, Transactions Standards and HIPAA Security. Cathy is the incoming President of HIPAA COW and the former Vice President of Programs of the organization. She was the Vice President of the Region V Health Care Compliance Association and currently is an active co-chair for the Chicago regional conference. Her articles have been published in *CCH Health Care Compliance Letter*, the *Report on Medicare Compliance* and the *Preventive Law Reporter*. She is a national speaker on compliance and HIPAA issues and contributes bi-monthly articles to the *Journal of Health Care Compliance* and serves on the editorial board for the publication. Cathy is a graduate of UW-Madison and Creighton University School of Law.

Privacy/Security Combined Session 4 Roundtable: The Great Debate: Removable Media - Should It Be Controlled ?

The Security/Privacy Roundtable will review the results from the "straw poll" taken in the fall conference on the HIPAA Security Rule Progress, and will also conduct another 18 standards in 18 minutes poll of the current projection. Come and find out where the COW herd is headed! Also, you will be able to participate in a lively debate on a security topic !

Todd Fitzgerald, CISSP, CISA, CISM, Director of Information 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*, *The HIPAA Program Reference Book*. Todd was recently added to the Editorial Board of *Information Security Magazine*. He is a member of the Board of Directors and co-chairs the Security Taskforce for HIPAA COW. He is a participant of the Centers for Medicare and Medicaid Services/Gartner Security Best Practices Workgroup, the Blue Cross Blue Shield Association Information Security Advisory Group, previously a board member of the International Systems Security Association (ISSA) Milwaukee Chapter and board member for the ISSA - Delaware Valley Chapter. Todd has held senior management Information Technology positions with Fortune 500 & Fortune Global 250 companies. He frequently presents at conferences and association meetings to promote security awareness. Todd has earned a B.S. from UW-LaCrosse and an MBA from Oklahoma State University.