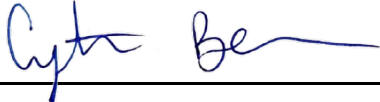


Department of Finance & Administration
Division of TennCare

Policy Number: PRIV 016	
Policy Subject: Amendment of Enrollee Records	
Approved by: Cynthia Beeler	Effective Date: 05/29/2024
Position: Chief Privacy and Compliance Officer	
Signature: 	

I. PURPOSE

This policy addresses how the Division of TennCare (TennCare) will respond to an enrollee request for amendment of their records created or held by TennCare as required by the Health Insurance Portability and Accountability Act (HIPAA).

II. SCOPE

The policy applies to all TennCare employees, consultants, contractors, and other persons who are under the direct or indirect control of TennCare.

III. POLICY

TennCare shall timely respond, under most circumstances within 60 days, to an enrollee's request to amend Protected Health Information (PHI) in accordance with the requirements of HIPAA, the Privacy Act, or other applicable regulations. TennCare will provide enrollees with all the privacy rights granted by federal and state laws and regulations.

IV. DEFINITIONS

Any term that is capitalized in this policy without a definition in the section below is to be defined as it appears in HIPAA.

Enrollee: An individual applying for or currently enrolled in any of the programs administered by the Division of TennCare, including TennCare Medicaid, CoverKids, Medicare Savings Program, and Long-Term Services and Supports. For purposes of TennCare Privacy policies, the term "enrollee" may also be used to reference an individual who was previously an enrollee during a period for which there is a privacy request or compliance inquiry.

HIPAA: Health Insurance Portability and Accountability Act of 1996, for which administrative simplification, privacy and security regulations are codified at 45 C.F.R. §§ 160-164.

The Privacy Act of 1974: A United States federal law, enacted December 31, 1974, and codified at 5 U.S.C. § 552a which establishes a Code of Fair Information Practice that governs the collection, maintenance, use, and dissemination of personally identifiable information.

Protected Health Information (PHI): Information that is: (i) transmitted by electronic media; (ii) maintained in electronic media; or (iii) transmitted or maintained in any other form or medium, including demographic information that identifies or may be used to identify an individual and that:

- (1) is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or health care clearinghouse; and
- (2) relates to the health or the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. *See* 45 C.F.R. § 160.103.

Personally Identifiable Information (PII): Information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

Electronic Protected Health Information (ePHI): Electronic health information (ePHI) is any PHI that is created, stored, transmitted, or received electronically.

V. DISCUSSION & LEGAL BASIS

Enrollees have the right to request amendment of their PHI under HIPAA (45 C.F.R. § 164.526) in TennCare records if they believe the information contained therein is incorrect. Enrollees will be notified of the right to amend his or her information in the Notice of Privacy Practices. TennCare will respond to all requests for amendment as required by law and will maintain appropriate records of requests and their results.

While enrollees may request an amendment, TennCare does not have to comply with the request in certain circumstances which are defined below.

VI. PROCEDURES

VI.1 Enrollee Submission of Request for Amendment

1. Enrollees who wish to amend their records should submit the Request to Amend Records form, which is available on the TennCare website and linked below.
2. Completed Requests to Amend Records forms should be submitted via mail or email* to:

Division of TennCare
Attention: Privacy Office
310 Great Circle Road
Nashville, TN 37243
Privacy.TennCare@tn.gov

**If you wish to submit the form via email, please contact our office first so we may respond with a secure email portal. If you submit the form directly via email rather than through the secure email portal, there is some risk that the personal information could be read or otherwise accessed by a third party while in transit.*

3. The TennCare Privacy Office will process all requests for amendment.

VI.2 Evaluating and Responding to a Request for Amendment

1. The Privacy Office will record the date the initial request was received.
2. The Privacy Office will make a determination to accept or deny the amendment after consultation with the appropriate staff as needed.
3. The Privacy Office shall act on the request for amendment no later than 60 days after receipt of the request.
4. If the amendment is accepted, TennCare will make the amendment and inform the enrollee within 60 days of the request.
5. If the amendment is denied, TennCare will notify the enrollee in writing of the denial within 60 days of the request.
6. If TennCare is unable to act on the request for amendment within 60 days of receipt of the request, TennCare may have one extension of no more than 30 days. The Privacy Office will notify the enrollee in writing of the extension, the reason for the extension, and the date by which action will be taken.

VI.3 Denial of Request for Amendment

1. TennCare may deny the request for amendment, in whole or in part, if:
 - a) The PHI was not created by TennCare (*i.e.*, an Advance Directive).
 - b) The PHI is not part of the enrollee's Designated Record Set.
 - c) The PHI would not be available for inspection under the HIPAA Privacy Rule or other

applicable laws and regulations, such as records compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceedings.

- d) The PHI that is subject to the request is accurate and complete.
2. If the Privacy Office, in consultation with the appropriate staff, determines that the request for amendment is denied, in whole or in part, the Privacy Office will send the enrollee a timely denial notice. The denial shall be written in plain language and shall contain:
 - a) the basis for the denial;
 - b) a statement that the enrollee has a right to submit a written statement disagreeing with the denial, along with an explanation of how the enrollee may file such statement;
 - c) a statement that, if the enrollee does not submit a statement of disagreement, the enrollee may request that TennCare include the enrollee's request for amendment and the denial with any future disclosures of the PHI that is the subject of the amendment;
 - d) a description of how the enrollee may file a complaint with TennCare or to the Secretary of the U.S. Department of Health and Human Services. The description must include the name or title and telephone number of the contact person for complaints.
3. The enrollee may submit a written statement of disagreement and request an additional review of the denial.
4. If the enrollee submits a written statement of disagreement, TennCare shall review the denial and may prepare a written rebuttal (response) to the statement. TennCare shall provide a copy of any written response to the enrollee who submitted the statement.
5. The following documentation must be appended (or otherwise linked) to the PHI that is the subject of the disputed amendment:
 - a) the enrollee's Request to Amend form;
 - b) TennCare's amendment denial letter;
 - c) the enrollee's statement of disagreement, if any; and
 - d) TennCare's response, if any.

VI.4 Future Disclosures of PHI which is the Subject of the Disputed Amendment

1. If the enrollee submitted a statement of disagreement, TennCare will disclose all information listed in item 5 above, or an accurate summary of such information with all future disclosures of the PHI to which the disagreement relates.
2. If the enrollee did not submit a statement of disagreement, and if the enrollee has requested that TennCare provide the Request to Amend form and the amendment denial letter with any future disclosures, TennCare shall include these documents (or an accurate summary of that information) with all future disclosures of the PHI to which the disagreement relates.

VI.5 Acceptance of the Request for Amendment

If TennCare accepts the requested amendment, in whole or in part, TennCare will take the following steps in accordance with applicable law:

1. The Privacy Office shall inform the enrollee in writing that the amendment has been accepted.
2. The Privacy Office shall place a copy of the amendment in the enrollee's record or provide a reference to the location of the amendment within the body of the record.
3. The Privacy Office shall make reasonable efforts to notify the relevant persons with whom the amendment needs to be shared, as identified by the enrollee on the original Request to Amend form.
4. The Privacy Office shall identify other persons, including agents, contractors, and business associates that it knows have the information, and that may have relied on, or could foreseeably rely on, such information to the detriment of the enrollee. The Privacy Office will inform the enrollee of all identified parties and obtain the enrollee's consent to notify those parties of the amendment

Actions on Notices of Amendment from Other Entities

If another Covered Entity notifies TennCare of an amendment to PHI it maintains, the Privacy Office shall make the amendment to the enrollee's designated record set through the process described above.

OFFICE OF PRIMARY RESPONSIBILITY

TennCare Privacy Office, Office of General Counsel (OGC)

RELATED FORMS

[Request to Amend Health Records](#)

REFERENCES:

45 C.F.R. §§ 160-164
45 C.F.R. § 160.103
45 C.F.R. § 164.526
5 U.S.C. § 552a