![AmeriHealth New Jersey logo]

PROVIDER BULLETIN
#09-2018

TO: Participating hospitals that provide covered services to
AmeriHealth New Jersey members

FROM: Privacy Office

DATE: May 16, 2018

SUBJECT: Proper fax submission procedures

AmeriHealth HMO, Inc. and AmeriHealth Insurance Company of New Jersey (collectively, AmeriHealth New Jersey) are sending you this bulletin as a reminder of proper fax submission procedures. Recently, we have received numerous faxes containing member Social Security numbers, which are not an element that is used to identify AmeriHealth New Jersey members. Instead, please use the member's unique member ID (UMI), which is located on the front of each AmeriHealth New Jersey member's ID card.

There is concern that a fax containing Social Security information could be inadvertently sent to the wrong number, thereby jeopardizing a member's Social Security number.

As a reminder, any Protected Health Information (PHI) sent to AmeriHealth New Jersey should be sent in compliance with the provider's Health Insurance Portability and Accountability Act (HIPAA) privacy and security obligations as a Covered Entity.

When submitting faxes, please ensure following member information is included:
- name
- UMI
- address
- age
- primary care physician name
- admission date

Thank you in advance for adhering to these procedures.

If you have any questions about this bulletin or proper fax submission procedures, please call Clinical Services at 1-888-YOUR-AH1 and follow the prompts for Authorizations.

We encourage you to share this information with appropriate members of your staff.