Privacy, Confidentiality and EHRs: Opportunities and Challenges

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National Conference on Health Care & Domestic Violence
Friday, March 20th, 2015
Sample EOB with Sensitive Information Highlighted

<table>
<thead>
<tr>
<th>Date of Service</th>
<th>Billed Amount</th>
<th>Provider Discount</th>
<th>Allowed Amount</th>
<th>Reason Codes</th>
<th>Applied to Deductible</th>
<th>Co-Pay</th>
<th>Coins.</th>
<th>Other Plan Paid</th>
<th>Interest Paid</th>
<th>Member Owes</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/10/2014-01/10/2014</td>
<td>20.09</td>
<td>14.88</td>
<td>5.12</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5.12</td>
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<tr>
<td>01/11/2014-01/11</td>
<td>165.00</td>
<td>62.31</td>
<td>102.69</td>
<td>154</td>
<td>0.00</td>
<td>55.00</td>
<td>0.00</td>
<td>0.00</td>
<td>25.00</td>
<td></td>
<td>72.69</td>
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<tr>
<td>Claim Sub-Total</td>
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<td>62.31</td>
<td>102.69</td>
<td>154</td>
<td>0.00</td>
<td>25.00</td>
<td>0.00</td>
<td>0.00</td>
<td>25.00</td>
<td></td>
<td>72.69</td>
</tr>
</tbody>
</table>

**Explanation of Benefits-- This is NOT a Bill**

- **Patient Name:** JoAnn Test
- **Member ID:** HCTA000000014
- **Provider:** Mary Jones
- **Provider ID:** 400000
- **Procedure:** 97110 THERAPUTIC PROCEDURE, 1 OR MORE AREAS, EACH 15 MIN, T
- **Claim #:** 00000000000003
- **Group ID:** HCTNX00000000000

Billing information (such as deductible, copay, other insurance paid, amount owed)

**Reason Code Descriptions**

<table>
<thead>
<tr>
<th>Billed Amount</th>
<th>Provider Discount</th>
<th>Allowed Amount</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>435.00</td>
<td>139.16</td>
<td>295.84</td>
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Potential Points of Confidentiality Breaches during Standard Provider Visit

Source: National Family Planning & Reproductive Health Association; Newton-Wellesley Hospital
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