

**Frequently Asked Questions about HIPAA Rx™
August 9, 2004**

The following is a list of questions prospective customers may ask regarding the HIPAA Rx™ product and its functionality.

Do I need HIPAA Rx™? Am I affected by HIPAA?

HIPAA affects healthcare providers that process standard transactions electronically. This includes health claims, encounters, referrals, eligibility, coordination of benefits, and enrollment. If any of these functions are performed electronically then the organization is a "Covered Entity" and must meet the federally mandated HIPAA requirements for Transactions, Code Sets, Privacy and Security.

What must I do to become HIPAA compliant?

Becoming "HIPAA Compliant" involves operational and administrative changes. HIPAA is designed to ensure the confidentiality and accuracy of health information, provide patients with specific rights concerning their health information, establish security safeguards for health information, and establish standards for using and disclosing health information.

To meet the mandated requirements healthcare providers must:

- Submit electronic transactions in HIPAA compliant formats (ANSI X12N/X12Na) or utilize a third party billing service or clearinghouse
- Identify the HIPAA requirements that impact the organization
- Write policies and procedures to facilitate compliance with each HIPAA requirement
- Assign a privacy official and security official to handle compliance issues and complaints
- Notify patients of their rights established by the HIPAA privacy rule
- Allow patients to complain to the organization and to the Department of Health and Human Services
- Perform a risk analysis to identify threats, vulnerabilities, and weaknesses to electronic protected health information
- Establish security practices that comply with the HIPAA security standards
- Identify business partners that use PHI and put a Business Associate Agreement in place
- Develop a contingency plan, disaster recovery plan, and data backup plan
- Train members of the work force on HIPAA's requirements
- Train members of the work force on the organization's HIPAA policies and procedures.

What exactly is the HIPAA Rx™ software and what makes it different from printed HIPAA reference books?

Since HIPAA is a dynamic law, dynamic meaning it can be modified, printed reference books are outdated as soon as they are published. HIPAA Rx™ is a completely interactive solution to HIPAA compliance. The software guides users step-by-step through learning the HIPAA requirements and then complying with them. Most of the work is already done. The software includes updates that are provided on CD and users can contact WorkSmart MD for support. Reference books can be informative but they do not include the resources to become compliant.

I have found a lot of solutions on the Internet. What makes HIPAA Rx™ better?

The Internet is full of solutions that claim to train you on HIPAA, provide you with samples of the mandated forms, and "make you HIPAA compliant". Until HIPAA Rx™ no single product has integrated the entire HIPAA project into an interactive, step-by-step, software solution.

Since HIPAA Rx™ is a completely interactive software program it takes compliance to a new level of ease. Users can identify each HIPAA requirement that affects their organization and generate a

checklist. From that point the software will guide the user through customizing policies and forms, developing the compliance manual, and training employees on the HIPAA requirements.

HIPAA seems complicated. Can HIPAA Rx™ simplify it?

HIPAA is complicated. The HIPAA administrative simplification provisions include hundreds of requirements and affect nearly all healthcare providers, healthcare clearinghouses, health insurers and medical billing companies. HIPAA Rx™ has been designed with an easy-to-use interface and helps you to identify only the requirements that affect your specific organization. All of the training documents are written in plain English so you do not need to be an attorney to understand. Using the interactive interface you can address each requirement quickly and effectively.

Does HIPAA Rx™ includes samples of the required policies and contracts mandated by HIPAA?

HIPAA Rx™ includes customizable policies, procedures, forms and contracts. Any information that needs to be customized is in BOLD Red for your convenience. HIPAA Rx™ includes a master document checklist that explains what each document is, why you need it and when it should be used.

Does HIPAA Rx™ help me to write a compliance plan?

As you complete each step within HIPAA Rx™ you are developing documentation that will be included in your compliance manual. **HIPAA Rx™ generates the documentation and provides you with an outline so that you know where each document should be placed in the compliance manual.**

I would like just a list of HIPAA requirements. Can HIPAA Rx™ help me create a checklist?

By using the interactive assessment tools that are included with HIPAA Rx™ your organization can create a printable checklist of ONLY the HIPAA requirements that impact your office. The assessments are database driven and remember each of your answers. Each report displays the HIPAA requirement, a check box and any comments that you inserted.

What happens if there are changes made to the HIPAA law?

All HIPAA Rx™ products include six-months to one-year (depending on the product purchased) of free updates and free telephone support. If modifications are made to the law WorkSmart MD will ship a supplemental CD and a synopsis of the changes.

I am not very "computer literate". Do I need to know how to run computers to use HIPAA Rx™?

HIPAA Rx™ includes step-by-step instructions for installing and running the software. The software literally installs itself; once installed you have the interactive HIPAA Rx™ guide to assist you with your compliance efforts.

HIPAA Rx™ seems too expensive for our organization. Why does it cost so much?

The HIPAA Rx™ software saves you time and money. By using the HIPAA Rx™ software you are able to avoid expensive attorney and consulting fees. The sample forms and contracts included with the HIPAA Rx™ software would literally cost thousands of dollars if a healthcare attorney drafted them for a single healthcare provider. The sample documents included with the HIPAA Rx™ software have already been reviewed by a healthcare attorney. The savings on sample documents more than offsets the price of the product.

With HIPAA Rx™ you can quickly and effectively meet the HIPAA requirements and ease the burden of compliance.