

**UNIVERSITY OF MAINE SYSTEM
HIPAA POLICY #33
CONFIDENTIAL COMMUNICATIONS REQUIREMENTS**

A covered health care provider must permit individuals to request and must accommodate reasonable requests to receive communications of PHI by alternative means or at alternative locations.

A health plan must permit individuals to request and must accommodate reasonable requests to receive communications of PHI by alternative means or at alternative locations, if the individual clearly states that the disclosure of all or part of that information could endanger the individual. A health plan may require that a request contain a statement that disclosure of all or part of the information to which the request pertains could endanger the individual.

A Health Care Component may require an individual to make a request for a confidential communication in writing. A Health Care Component may condition the provision of a reasonable accommodation on information as to how payment, if any and when appropriate, will be handled and specification of an alternative address or other method of contact. A Health Care Component may not require an explanation of the basis for the request as a condition of providing communications on a confidential basis.

Revised 02/05/2010