



POLICY MEMORANDUM

DATE: November 3, 2017

TO: DDDS Staff & DDDS Provider Agencies

FROM: Director
Service Integrity and Enhancement

SUBJECT: New Policy Release - Informal Dispute Resolution (IDR) Pertaining to Quality Service Reviews
HIPAA & Confidentiality

Background:

The Division of Developmental Disabilities Services (DDDS) has committed to reviewing and updating its policies and procedures to ensure that we collectively support individuals to the best extent possible. Part of this commitment is to take an agile approach to policies and procedures to ensure that we keep up with the changing regulations and environments. All policies and procedures can be found on the web at: http://dhss.delaware.gov/dhss/ddds/ddds_policy_main.html. This Policy Memorandum is relevant to all DDDS employees and Contractors.

The policy can be found on the page linked above and the associated Release of Information form can be located conveniently through a link directly below the policy link.

Informal Dispute Resolution (IDR) - 10/30/2017:

The Centers for Medicare & Medicaid Services (CMS) requires states to develop a system for Providers to Informally Dispute findings through both licensed surveys and non-licensed surveys. DDDS previous policy was edited on 1/15/2007. This update includes all requirements set forth in 42 CFR 488.331.

HIPAA & Confidentiality - 11/1/2017:

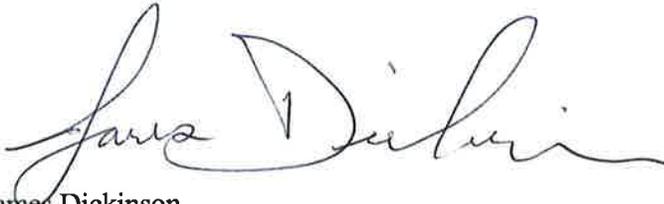
The Division of Developmental Disabilities Services has updated Health Insurance Portability and Accountability Act (HIPAA) policy to include changes to protecting ePHI. The Division also received guidance from the National Association of State Directors of Developmental Disabilities Services that recommended that the Division combine the previous Confidentiality and HIPAA policies. DDDS has also updated its Release of Information form to ensure Federal compliance.

Contact:

Any questions on this memo can be sent to: DHSS_DDDS_StandardsQuestions@state.de.us

Effective:

Immediately. These policies shall be communicated with all DDDS staff, their managers and all Contracted Provider employees.

A handwritten signature in black ink, appearing to read "James Dickinson". The signature is fluid and cursive, with a large initial "J" and "D".

James Dickinson
Director, Service Integrity & Enhancement

Attachment:

Informal Dispute Resolution (IDR) Pertaining to Quality Service Reviews
HIPAA & Confidentiality