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F O C U S

A CoreSource Operations Communication

Issue #2003-4

TOPIC:	Process For Handling Subpoenas And Department Of Insurance Complaints
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SUBPOENAS:

CoreSource desires to standardize our internal process for processing subpoena requests (this includes letters (except those related to subrogation) from attorneys which include an authorization). Standardization of the process will provide the following benefits:

- **Ensure CoreSource meets its obligations under our Business Associate Agreement to document such disclosures.**
- **Provide a means for Trustmark legal to monitor any activity that may impact current/future litigation.**
- **Creates accountability that will improve communication and enable us to respond in a more efficient manner.**

Process:

1. All subpoenas are to be forwarded to Jennifer Kennison at the Trustmark Law Department. Since these documents are time sensitive, please fax a copy of the request to Jennifer at 847-615-3872 and mail the original. Trustmark Law Department ("TMK Legal") may also receive a subpoena directly.
2. TMK Legal will enter the request in the Trustmark tracking system referred to as CaseMaster.
3. TMK Legal will coordinate the gathering of the information necessary to meet the requirements of the request by contacting the appropriate location.
4. The location will gather the appropriate documents and forward to TMK Legal.

5. TMK Legal will document the relevant information concerning the documents supplied along with the date the records were sent into CaseMaster.
6. Any inquiries related to the subpoena should be forwarded to TMK Legal.
7. TMK Legal will maintain a file on subpoena activity.

Process for Requests for an Accounting of PHI Disclosures:

1. Privacy Coordinator is to contact Jennifer Kennison at 847-283-4094 and provide the name of the individual who has requested the accounting. TMK Legal will review CaseMaster for any subpoenas that may have been received.
2. If the answer is none. Privacy Coordinator can proceed with gathering information from other sources as necessary to issue the report and ignore the balance of this procedure.
3. If the answer is yes, TMK Legal will provide a report that details the information related to the disclosure(s) to the Privacy Coordinator.
4. Privacy Coordinator is to enter this information into Pressroom.com and refer back to the steps outlined in the CoreSource procedure related to Accounting for PHI Requests.

DEPARTMENT OF INSURANCE COMPLAINTS:

Process:

1. Typically, Department of Insurance Complaints are received directly by Lisa Sayerstad, Trustmark Law Department. If you should receive such a complaint directly, fax the complaint to Lisa at 847-615-3872.
2. Lisa will contact the appropriate location to gather the facts necessary to respond to the DOI complaint.
3. Lisa or her designee will document the initial DOI complaint and response in CaseMaster.

Process for Requests for an Accounting of PHI Disclosures:

1. Privacy Coordinator is to contact Lisa Sayerstad at 847-283-4273 and provide the name of the individual who has requested the accounting. Lisa or her designee will review CaseMaster for any DOI complaints that may have been received.
2. If the answer is none. Privacy Coordinator can proceed with gathering information from other sources as necessary to issue the report and ignore the balance of this procedure.
3. If the answer is yes, Lisa or her designee will provide a report that details the information related to the disclosure(s) to the Privacy Coordinator.
4. Privacy Coordinator is to enter this information into Pressroom.com and refer back to the steps outlined in the CoreSource procedure related to Accounting for PHI Requests.