



Standard Operating Policies – SOP # 2: HIPAA Privacy Officer

Title:	HIPAA Privacy Officer	Effective Date:	10/03/2014
Author:	Privacy Officer	Last Review Date:	12/01/2021
Location:	All Locations	Last Revision Date:	12/01/2021
Functional Area:	Administration		

POLICY

Liberty shall assign a Privacy Officer to oversee and implement the HIPAA Privacy Compliance Program (Program) and to support Liberty’s compliance with the requirements of all privacy requirements, including but not limited to the HIPAA Privacy Rule and other applicable state laws regarding the privacy of personal information. The Privacy Officer shall be responsible for receiving complaints about matters of individual privacy. Liberty’s Privacy Officer, in collaboration with the Chief Compliance Officer (CCO), Chief Operating Officer, Information Security Officer and General Counsel, shall respond in a timely manner to additional privacy protections requests or requests from individuals to exercise their individual rights, with careful consideration and respect. Liberty’s Privacy Officer shall be responsible for the development, documentation, and implementation of all Privacy Standard Operating Procedures (“SOPs”). Liberty’s Privacy Officer shall delegate functions as appropriate.

PROCEDURE

1. **Privacy Standard Operating Procedures:** Liberty’s Privacy Officer shall communicate, document and implement the Program.
2. **Training:** (a) Liberty’s Privacy Officer shall have oversight of initial and ongoing HIPAA Privacy training for all Liberty Workforce members that have access to PHI, including those that support Liberty operations in the Program. The training program on HIPAA includes awareness of privacy, security and breach notification issues. The training shall also include other federal or state privacy, security and data breach law as determined by Liberty’s Privacy and Security Officers. All Liberty Workforce members shall participate in the HIPAA training within a reasonable period of time from beginning work for Liberty, preferably prior to handling any PHI. (b) All new Liberty Workforce members shall be trained according to the onboarding section of Liberty’s SOP “Information Access Management”. (c) Liberty shall also utilize the Employee Self Service (“ESS”) or equivalent method if ESS is replaced, to both introduce the HIPAA SOPs and to notify the Workforce members of changes to these established SOPs. (d) All Liberty Workforce members shall have HIPAA training annually and documentation of this annual training will be retained by Human Resources. (e) Liberty shall support this annual HIPAA training which will include information regarding the protection and guarding against and reporting of malicious software as well as the creation and protection of passwords.
3. **Complaints:** Liberty’s Privacy Officer shall serve as the individual to receive and investigate privacy complaints. Once the complaint has been evaluated by the Privacy Officer additional aspects of the evaluation and investigation may be delegated. All HIPAA complaints and their disposition will be documented and retained by the Privacy Officer for a minimum of six (6) years, or as contractually required.
4. **Individual Rights Requests:** Liberty’s Privacy Officer shall oversee the processing of requests by individuals to exercise their rights to access/copy PHI, amend PHI, restrict use/disclosure of PHI, confidential communications, accounting of disclosures and file a complaint. Also, the Privacy Officer shall maintain appropriate privacy, confidentiality, consent and authorization forms and information notices and materials. All requests and their

disposition will be documented and retained by the Privacy Officer for a minimum of six (6) years, or as contractually required.

5. **Non-Retaliation:** In congruence with Liberty’s Compliance SOP on Non-Retaliation SOP, the Privacy Officer and CCO shall monitor the situation so that no intimidation, threats, coercion, discrimination or retaliation shall be lodged toward an individual for exercising an individual right or for filing a complaint.
6. **Sanctions:** In collaboration with the CCO, Chief Operating Officer, HIPAA Security Officer, General Counsel, appropriate Liberty Managers, and Supervisors, the Liberty Privacy Officer shall address violations of the Program and any associated SOPs. The Liberty Privacy Officer shall document any sanctions which are applied, and the documentation shall be retained in the Human Resources section of the personnel file of the employee. If the individual is not a Liberty employed staff member, the Privacy Officer shall maintain the documentation of the sanction.
7. **Review and Revisions to the HIPAA Privacy SOPs:** The Liberty Privacy Officer shall review the HIPAA SOPs annually and introduce revisions if there are any changes in operations or changes in the law.
8. **Appropriate Safeguards:** The Liberty Privacy Officer shall implement appropriate administrative, technical, and physical safeguards to protect the confidentiality, integrity and availability of PHI from any intentional or unintentional use or disclosure that is in violation of Liberty's SOPs.
9. **Liaison to Regulators and Third Parties:** The Liberty Privacy Officer shall serve as liaison to government agencies, industry groups and other third parties in all matters relating to privacy practices.
10. **Business Associate Agreements:** The Liberty Privacy Officer shall be responsible for keeping all Business Associate/Subcontractor Agreements up-to-date and accurate and for securing Business Associate/Subcontractor Agreements when necessary to meet the combined requirements of the Privacy Rule and Security Rule.
11. **Documentation Retention:** The Liberty Privacy Officer shall be responsible for assisting to maintain all documentation required for the HIPAA Privacy Compliance Program and associated SOPs for a minimum of six (6) years.

Approved By: _____

Revision History

Version	Date	Author	Summary of Changes
#1	10/03/2014	Judith Ann Shields	Initial ISF release – refactor and update of previous security policies into distinct documents
#2	08/20/2015	Judith Ann Shields	Annual review, Attorney reviewed Business Agreements. Added inactivity lock requirement
#3	12/22/2016	Judith Ann Shields	Annual review, Attorney reviewed no changes. Added inactivity lock requirement
#4	12/22/2017	Judith Ann Shields	Annual review, Attorney reviewed no changes. Added inactivity lock requirement
#5	12/22/2018	Judith Ann Shields	Annual review, Attorney reviewed – Employee Self Service. Added inactivity lock requirement
#6	12/22/2019	Judith Ann Shields	Annual review, Attorney reviewed no changes. Added inactivity lock requirement

#7	11/02/2020	Judith Ann Shields	Annual review, Attorney reviewed no changes. Added inactivity lock requirement
#8	12/01/2021	John Beck	Annual review, Attorney reviewed and added Individual Rights Requests and other minor changes. Added inactivity lock requirement