

APPENDIX B.3.

EMAIL CORRESPONDENCE AND CONFIDENTIALITY REQUIREMENTS

The purpose of this policy is to describe the requirements for correspondence sent to and from Pennsylvania Department of Aging's (PDA) Protective Services Office. All Area Agency on Aging (AAA) staff must follow internal policies developed specifically for confidentiality as it relates to both internal and external recipients. If the AAA does not have internal policies developed for such requirements, internal policy shall be developed for all AAA staff to follow in regard to internal and external correspondence of personal identifying information and procedures if there were to be a breach in confidentiality.

All email correspondence containing sensitive information shall be sent securely. The subject of the email shall not contain any personal identifying information in the subject line of the email. The body of the email shall contain non-identifying information in the event that confidentiality is compromised. The following information shall be provided to assist the PS Office in identifying the individual as well as the appropriate case record:

1. SAMS ID#
2. First and Last Initials
3. Date of Care Enrollment

ALL PDA STAFF ARE REQUIRED TO FOLLOW ANY AND ALL RELATED MANAGEMENT DIRECTIVES RELEASED BY THE OFFICE OF ADMINISTRATION.