



# Policy and Plan for HIPAA Compliance

ClientTrack® is used by many human services organizations that need the highest safety standards compliant with HIPAA. Our approach puts client consent at the center of access, allowing communities to associate specific types of data with consent.

## Protecting Your Data

All health and human services bear the responsibility of safeguarding the sensitive personal data of the people they serve. Whether working with individuals experiencing homelessness, providing critical services to at-risk populations, or helping refugees build new lives, Eccovia helps you ensure that your data remain secure, private, and compliant with state and federal law.

In addition to internal company policy, for over 20 years, our ClientTrack case management platform has helped our partner organizations maintain data privacy and compliance with the Health Insurance Portability and Accountability Act (HIPAA), which governs rules and standards that protect individuals' rights to privacy and control over how their health information is used.

## Eccovia's Policy and Plan

Eccovia employs industry-standard best practices to ensure the security and privacy of your data on our end. Our rules enforce compliance with HIPAA and 42 CFR Part 2, in addition to other applicable laws regarding data privacy, confidentiality, and security.

## Our policy includes the following critical points . . .



### DATA CONFIDENTIALITY

Broadly speaking, Eccovia will consider and safeguard all data as confidential.



### NOTICE AND TRAINING

Eccovia provides annual HIPAA training for all employees, who must acknowledge in writing that they have received and understood the training.



### MINIMUM NECESSARY RULE

On the Eccovia end, protected information will be accessible only as necessary and only by authorized individuals.



### INCIDENT RESPONSE AND REPORTING

All Eccovia employees are required to report any suspicious or unauthorized use of covered information immediately. Any violation of data security will be reported to Eccovia's Data Security Coordinator, who will appropriately investigate, respond, and notify all relevant parties as may be prudent or required by law.



### ANNUAL REVIEW

All Eccovia security measures shall be reviewed annually or whenever a change in our business practices may impact data security.



### REASONABLE CARE

Anyone at Eccovia accessing protected information will use reasonable care to protect the data, including proper disposal of paper records, logging out of workstations and keeping open paper materials stored when not at their desks, securing covered information at the end of the workday, and using computers protected by data encryption.

*To provide maximum security for your data, ClientTrack is hosted and managed in Microsoft Azure, ensuring the highest levels of security, scalability, and compliance. Our security model enables organizations to set rules for sharing data across programs and between multiple agencies. All information is encrypted and protected with multiple levels of data security to enable compliance with HIPAA and 42 CFR Part 2. As new features and tools are rolled out, they are designed from the start with the aim of helping maintain HIPAA compliance and data privacy. For more information, feel free to reach out to view our full HIPAA Policy and Plan or our documentation regarding ClientTrack Hosting and Security.*

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, reach out to us at [info@eccovia.com](mailto:info@eccovia.com) for one of our experienced solution experts.



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