

From: Kester, Tony
To: Van Cleave, Jennifer <jvancleave@aging.sc.gov>
Date: 8/27/2014 8:41:08 AM
Subject: FW: Major AIM Issue

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From: Lynda Christison [mailto:lchristison@lcrac.com]
Sent: Tuesday, August 26, 2014 8:13 PM
To: Cindy Curtis; bmauldin@centralmidlands.org; Kester, Tony
Cc: Mary Beth Callais; Randy Gibson; Lynn Stockman; Angi Conner; Pam Dukes; Sheila Stahlberger; Anwar Robertson
Subject: Major AIM Issue
Importance: High

Hi Cindy and Ben,

There is another and even more serious issue with our AIM.

Now that we have budget numbers, I began entering manually entering some group dining units in AIM this evening as CMS will not allow a transfer in to AIM of July units with an August date. When I hit save, AIM added a client with the same number of units as the last person I entered.

The person AIM selected to add is **NOT** a LCRAC client. He/she is not in either of our data bases. We have no paper file on this individual. **This is a huge breach of confidentiality and should not occur.** It is totally unacceptable and a clear violation of HIPAA regulations.

The only thing I can think of is that because we still have some of Newberry CoA's activities attached to us, that somehow AIM is sharing the clients as well. If this is not the case, I have no clue.

I zeroed out the units, but the client is still showing for Batesburg-Leesville IIC1 meals for the Aug. 3 date.

I am not further violating this client's privacy by mentioning the his/her name in this email. Staff at the LGOA and/or at Saber can see who it is by looking for the client with 0 units or I will provide the name in a private email or conversation to the appropriate person.

I would like to remind CMCOG/AAA and the LGOA that we, the providers, shoulder the bulk of the responsibility and legal liability for maintaining client confidentiality. When we ask a client for permission to transfer his/her information to the LGOA, we tell them and they trust, that their information is secure and will not be seen by anyone else.

Any database we are required to use must come with a guarantee of security. If we are not provided with that guarantee, then we have some very serious issues. As the providers and AAAs have no control over AIM, it is up to

the LGOA and Saber to make absolutely certain that client information does not appear on screen of an agency who has no relationship to the client.

Before entering any more data into AIM, I would like a written assurance that this issue has been resolved and will not happen in the future.

Thank you for your prompt attention to this critical matter,

Lynda

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