Potential HIPAA Issues when Submitting EOB/EOP to support payment of Claims

There are times when MVP requires providers to submit claims with an Explanation of Benefits (EOB) or Explanation of Payment (EOP) in order to process a claim. Recently MVP has noticed that providers are submitting EOB/EOP’s for an MVP member with other member’s Protected Health Information still visible. This may be considered a HIPAA violation so we are asking for your cooperation in maintaining the Protected Health Information of your patients and our members.

Please be advised, when you submit a claim to MVP with an EOB/EOP as an attachment you need to suppress or black out all other information that does not pertain to the member you are inquiring about. This will ensure that providers and MVP are keeping our members Protected Health Information secure and safe. Thank you for your assistance.

If you have additional questions on this matter please contact your Professional Relations Representative.