



APS CareConnection® and Member Confidentiality

APS Healthcare is committed to ensuring that our privacy practices comply with industry best practices, and as applicable, all federal and state laws and regulations including but not limited to the Health Insurance Portability and Accountability Act (HIPAA). The APS Healthcare Chief Privacy Officer is responsible for development and implementation of APS Healthcare privacy policies and procedures. APS Healthcare utilizes its proprietary, internet-based authorization system, APS CareConnection®, which providers use to participate in the Maine Behavioral Health Administrative Services Organization program.

The APS Healthcare/Maine Provider Relations team is available to answer any questions about CareConnection®. Provider Relations can be reached by calling toll-free 1-866-521-0027 Option 1, or by email at MaineCare-Prov@apshealthcare.com

APS CareConnection® is Designed to Ensure Member Confidentiality

APS CareConnection® is designed to ensure member confidentiality. Providers are responsible under federal and state law to use APS CareConnection® in a manner consistent with those laws. APS CareConnection® is designed so that only providers with a “need to know” within a given provider organization have access to member records in order to conduct treatment, payment or healthcare operations.

User Access:

The APS CareConnection® application is designed to support specific roles in the Authorization process. Each user is assigned to a specific role. The functionality, presentation of options, access to information and system behavior will be determined by the role a particular user plays. All information in the system is grouped by MaineCare Provider ID within a Provider Organization. Each user will be assigned to MaineCare Provider IDs within a given Provider Organization as required by their role and only as necessary to perform the functions requested.

CareConnection® has a hierarchy of access to ensure member confidentiality. The hierarchy is:

1. Provider Organization- providers may create multiple “organizations” within APS CareConnection®. For example, a provider may choose to create organizations specific to a certain location or program. Only staff logged into that particular organization have access to those member records and only per the user roles noted below.
2. Utilization Manager (UM): The UM can access the Download Notifications, which contain a record of all members who have been reviewed/edited in the previous 24 hours, per their role in the organization.
3. Direct Service Provider (DSP): The DSP user role means that an individual worker in a provider organization will not have access to the Download Notifications and will only be able to view members for which he/she has an APS Case ID.

It is important to register for the correct role to ensure that the appropriate access is granted. Provider senior management will determine the appropriate roles for staff in their organization.

Agencies and Hospitals must ensure that staff use of APS CareConnection® is fully consistent with all state and federal laws governing confidentiality, in the same way that their policies and procedures govern staff use of paper or electronic medical record systems within their organizations.