



PROVIDER *bulletin*

April 12, 2022

APL 22-010 (OPL) Guidance Regarding Assembly Bill 1184 – Confidentiality of Medical Information

Dear Provider,

The Department of Managed Health Care (DMHC) released APL 22-010 due to AB 1184, which amends the Confidentiality of Medical Information Act. AB 1184 requires health plans and providers to protect the confidentiality of a member's medical information, including but not limited to:

- Directing communications regarding a protected individual's receipt of sensitive services as follows:
 - Directly to the protected individual's designated alternative mailing address, email address, or telephone number; OR,
 - In the absence of a designated alternative mailing address, email address, or telephone number: to the address or telephone number on file in the name of the protected individual.
- Not disclosing medical information related to sensitive health care services provided to a protected individual to any member other than the protected individual receiving care, absent an express authorization of the protected individual.
- Approving and accommodating requests from any member for confidential communication in the form and format requested, if readily producible in the requested form and format, or at alternative locations.

Please access APL 22-010 for a complete list of requirements regarding the confidentiality of medical information. [https://www.dmhc.ca.gov/Portals/0/Docs/OPL/APL%2022-010%20\(OPL\)%20Guidance%20Regarding%20AB%201184%20\(3 17 22\).pdf?ver=2022-03-17-170456-643](https://www.dmhc.ca.gov/Portals/0/Docs/OPL/APL%2022-010%20(OPL)%20Guidance%20Regarding%20AB%201184%20(3%2017%2022).pdf?ver=2022-03-17-170456-643)

If you have any questions, please contact your Provider Relations Representative at (800) 391-2000.

Thank you,
Melissa McGuire
Provider Relations Manager