

# PRIVACY LEGISLATION AND HCF REQUESTS FOR PATIENT RECORDS

This information sets out the privacy obligations when we request patient records for claims we have settled.

## COMMONWEALTH AND STATE LEGISLATION

- Personal information includes sensitive information such as health information and health records, and health practitioners need to be aware of their legislated privacy obligations including in respect of data storage of sensitive and personal information.
- You are obliged to obtain a person's consent to disclose their personal information to HCF, unless they would otherwise reasonably expect you to disclose it and the purpose of the disclosure is directly related to the primary purpose of collection.

## HCF MEMBERS CONSENT

HCF members are notified that information relating to their HCF claims (to verify claims) may be provided to HCF, and consent to the disclosure of information (personal information) by the declarations they sign when:

- they apply to join HCF
- they make a claim by submitting a claim form, including online platforms, or through HICAPS or HealthPoint receipts.

## RECOGNISED PROVIDER AGREEMENTS

### HCF TERMS & CONDITIONS FOR PROVIDERS OF GENERAL TREATMENT

- Section 4.1 (h) of *Terms and Conditions for HCF Recognised Providers of Extras Treatment (HCF Terms)* requires you to comply with any reasonable request from HCF and comply with the terms of any other agreements or contracts that exist between the recognised provider and HCF; and
- Section 9.3 of the HCF Terms requires providers to make sure they have all the necessary consents required to comply with this section, including rights to disclose patient records from any third party that was involved in the provision in an extras service to a member.

### HICAPS PROVIDER AGREEMENT TERMS & CONDITIONS (IF APPLICABLE)

Section 4.2 (a)(vii) and 4.2 (b) (v) requires you to supply HCF with evidence to support the claim within 10 business days of our request. This includes, but is not limited to, treatment plans and appointment schedules.

### HEALTHPOINT TERMS & CONDITIONS (IF APPLICABLE)

Section 4.1 (d) requires you to supply HCF with evidence to support the claim within 10 business days of our request. This includes, but is not limited to, treatment plans and appointment schedules.

## HCF GROUP PRIVACY POLICY

All personal information provided to HCF is handled in accordance with our Privacy Policy available at [hcf.com.au/privacy](https://www.hcf.com.au/privacy)