

## Report on Medicare Compliance Volume 32, Number 31. August 28, 2023

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◆ **UnitedHealthcare Insurance Company (UHIC) has agreed to pay \$80,000 to settle a potential violation of HIPAA's right of access, the HHS Office for Civil Rights (OCR) said Aug. 24.** United will also implement a corrective action plan. In March 2021, OCR received a complaint that the insurer didn't respond to a person's request for a copy of their medical records. The person initially requested their records Jan. 7, 2021, but didn't get them until July of that year, after OCR started investigating, according to OCR's press release. The resolution agreement noted that "upon becoming aware of the issue through the OCR complaint, UHIC immediately investigated and concluded the oversight had been a result of employee error. UHIC also promptly sent all requested records to the member."<sup>1</sup>

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