

Health Information Compliance Alert

Compliance Strategies: Put Anti-Offshoring Measures in Perspective

Not every offshore data processor is a potential identity thief, but that doesn't mean you shouldn't plan for the worst-case scenario. However, many state governments have introduced anti-offshoring legislation to ensure that the worst-case scenario never plays out.

Stick your state's offshoring legislation into one of these categories:

"Buy American" Initiatives: No federal or state institutions can hire offshore or non-U.S. citizens to perform contract work.

Call Center Laws: All customer service and call center employees must disclose where they are calling from, and they must re-route calls to the company's U.S. call center at the individual's request.

Privacy Initiatives: No institution can transmit personal medical, financial or other data to an offshore person or company without individuals' prior consent. Exception: Each individual's permission is not mandatory if the institution can meet certain privacy standards.

Immigration Law Initiatives: Non-U.S. citizens' contact with personal medical, financial and other confidential data is severely limited.