BlueCross BlueShield of Oklahoma

Instructions for Completing Standard Authorization Form to Release Protected Health Information (PHI)

To Complete Form go to Page 4

Use this form to authorize Blue Cross and Blue Shield of Oklahoma (BCBSOK) to disclose your protected health information (PHI) to a specific person or entity. You may follow the instructions below or call the number listed on your Member ID card if you need help completing the form. You must complete the entire form.

Please note:

- One authorization form can be used for multiple services or providers or you can complete the form claim by claim, procedure by procedure, or for services provided during certain time periods.
- The use of the authorization form is voluntary.

Section I. Name and information of person whose PHI is being disclosed

Jane Doe — Name
05-10-1962 — Date of Birth

123456 — Group Number
XOP123456789 — Identification/Subscriber Number
- ## - #### — Social Security Number

123 Main Street — Address
Anytown — City

OK — State
12345 — Zip Code
555-555-5555 — Area Code & Phone Number

The information in Section I applies to the person whose PHI is being disclosed. The person could be the policy holder, his or her spouse, a dependent or any other person covered under the policy or a person who has their own coverage. In this example, Jane Doe is the person making the request.

Section II. Authorization and Purpose

I authorize BCBSOK to release my PHI to the person or organization listed below. I understand if the person or organization listed below is not a health plan or health care provider, the PHI may not be protected by federal privacy laws.

Suzy Smith — Persons/Organizations authorized to receive your information
Daughter — Relationship

Assisting in medical care — Purpose

123 Main Street — Address
Anytown — City
OK — State
12345 — Zip Code

The information in Section II identifies the person or organization that will be receiving the PHI about the person named in Section I. A person that needs access to the PHI could be a family member, a close friend, a broker, or an attorney. If the person wants PHI to go to an organization, please include the area and/or job title of the person at the organization, for example, Benefits Representatives, Human Resources Department, Associate XYZ Insurance Agency, etc. In this example, Jane Doe is authorizing the release of PHI to her daughter Suzy Smith.

Section III. Description of Sensitive Protected Health Information (SPHI) and PHI to be Released

Complete Parts A and B of this section

A. Release of SPHI that may be protected under State Law. If you check "yes," you are authorizing BCBSOK to release the SPHI listed below and if applicable to your data release request, it will be included in the information you select in III.B. If you check "no" or make no selection at all, SPHI will not be released. This authorization may not be used for the release of Psychotherapy Notes.

- Human Immunodeficiency Virus (HIV) or HIV/Acquired Immune Deficiency Syndrome,
- Sexually transmitted or "communicable" diseases (includes hepatitis, as well as venereal diseases),
- Drug, alcohol or substance abuse,
- Mental health or developmental disabilities (including mental retardation or similar disabilities, for example, those attributable to cerebral palsy, autism or neurological dysfunctions), and
- Genetic testing.

Yes [X]
No [ ]

The information in Section III-A applies when a person wants specific SPHI as listed above to be released to their authorized representative, the person must specifically authorize that release. In this example, Jane has agreed to let her daughter Suzy Smith receive her SPHI.

B. Description of PHI to be released. You may select one or more		Dates of Services From:	To:
[ ] Health Plan Benefit Information:	Includes information contained in your benefit booklet (i.e., copayments, coinsurance, eligibility and other benefit information).		
[X] Claims Information:	Includes information related to payment of your claims for service you received, including pertinent information located on a claim form (i.e., billed amount, general procedure descriptions claim payment or denial reasons, etc.).	06-12-15	04-30-18
[ ] Service Determination Information:	Includes any information related to pre-service, concurrent and post-service decisions.		
[ ] Premium Information:	Includes information related to billing cycles, bank draft changes, etc.		
[ ] Services from Provider or Supplier:	Provider/Supplier Name: _____ Describe the exact information you want released:		
[ ] Other:	Add other information that is not listed above.		

Section III-B is where the person specifies what PHI they are authorizing BCBSOK to release. In this example, Jane is authorizing BCBSOK to release claims information from 6-12-15 to 4-30-18 to her daughter Suzy Smith.

Section IV. Expiration & Right to Revoke or Terminate the Authorization

Expiration: Select a date/event when authorization will expire. The authorization cannot be processed if this is left blank.

[X] One year from the date it is signed [ ] Other (insert date or event): _____

Right to Revoke/Terminate: You may end this authorization at any time by giving written notice to BCBSOK at the address listed below; however, BCBSOK is not responsible for the PHI released before the authorization was terminated.

In Section IV, the person must select a date when this authorization will end. All valid authorizations must contain a specific expiration date or event; for example: "hospitalization end date", "rehabilitation end date", etc. In addition, BCBSOK is providing information about the right to terminate an authorization at any time. In this example, the authorization remains valid for one year from the date it was signed unless Jane revokes it.

Section V. Signature & Acceptance of Terms.

I understand that this authorization is voluntary and that the health plan cannot condition my eligibility for benefits, treatment, enrollment or payment of claims on the signing of this authorization.

Jane Doe	Self	4-30-18
Signature	Relationship	Date (MM-DD-YY)

Document must be signed by the person, the parent of a minor child or the person's authorized representative. If you are a parent signing on behalf of a minor child, please sign your name – not the child's name. This authorization will expire when the minor child turns 18 years of age, unless proof of legal guardianship is produced. If you are signing Sas a Power of Attorney, Legal Guardian, Executor or Administrator complete the following and provide copies of the appropriate Legal documents. If these documents are already on file with BCBSOK, you do not need to provide.

Authorized Representative's Name	Relationship to Person

Authorized Representative's Address	City

State	Zip Code	Authorized Representative's Area Code & Phone Number

In Section V, the person identified in Section I signs the form unless the person identified in Section I is a minor under the age of 18 – then the parent or guardian signs the form. In this example, Jane is signing on her own behalf. However, if Jane was a minor, her parent or guardian would sign their name on the form.

Before sending this form, make a copy for your records:

- Photocopy this signed authorization, or
- Complete and sign the duplicate form you received or printed

The rest of the form contains instructions for submitting the form to BCBSOK.
Please keep a signed copy for your records.

BlueCross BlueShield of Oklahoma

Standard Authorization Form to Release Protected Health Information (PHI)

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Section I. Name and information of person whose PHI is being disclosed

Name _____ Date of Birth _____

Group Number _____ Identification/Subscriber Number _____ Social Security Number _____

Address _____ City _____

State _____ Zip Code _____ Area Code & Phone Number _____

The information in Section I applies to the person whose PHI is being disclosed. The person could be the policy holder, his or her spouse, a dependent or any other person covered under the policy or a person who has their own coverage.

Section II. Authorization and Purpose

I authorize BCBSOK to release my PHI to the person or organization listed below. I understand if the person or organization listed below is not a health plan or health care provider, the PHI may not be protected by federal privacy laws.

Persons/Organizations authorized to receive your information _____ Relationship _____

Purpose _____

Address _____ City _____ State _____ Zip Code _____

The information in Section II identifies the person or organization that will be receiving the PHI about the person named in Section I. A person that needs access to the PHI could be a family member, a close friend, a broker, or an attorney. If the person wants PHI to go to an organization, please include the area and/or job title of the person at the organization, for example, Benefits Representatives, Human Resources Department, Associate XYZ Insurance Agency, etc.

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Complete Parts A and B of this section

A. Release of SPHI that may be protected under State Law. If you check "yes," you are authorizing BCBSOK to release the SPHI listed below and if applicable to your data release request, it will be included in the information you select in III.B. If you check "no" or make no selection at all, SPHI will not be released. This authorization may not be used for the release of Psychotherapy Notes.

- Human Immunodeficiency Virus (HIV) or HIV/Acquired Immune Deficiency Syndrome,
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- Drug, alcohol or substance abuse,
- Mental health or developmental disabilities (including mental retardation or similar disabilities, for example, those attributable to cerebral palsy, autism or neurological dysfunctions), and
- Genetic testing.

Yes ☐
No ☐

The information in Section III-A applies when a person wants specific SPHI as listed above to be released to their authorized representative, the person must specifically authorize that release.

B. Description of PHI to be released. You may select one or more.

		Dates of Services From:	To:
☐ Health Plan Benefit Information:	Includes information contained in your benefit booklet (i.e., copayments, coinsurance, eligibility and other benefit information).		
☐ Claims Information:	Includes information related to payment of your claims for service you received, including pertinent information located on a claim form (i.e., billed amount, general procedure descriptions claim payment or denial reasons, etc.).		
☐ Service Determination Information:	Includes any information related to pre-service, concurrent and post-service decisions.		
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☐ Services from Provider or Supplier:	Provider/Supplier Name: _____ Describe the exact information you want released:		
☐ Other:	Add other information that is not listed above.		

Section III-B is where the person specifies what PHI they are authorizing BCBSOK to release.

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☐ One year from the date it is signed ☐ Other (insert date or event): _____

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Section V. Signature & Acceptance of Terms.

I understand that this authorization is voluntary and that the health plan cannot condition my eligibility for benefits, treatment, enrollment or payment of claims on the signing of this authorization.

Signature | Relationship | Date (MM-DD-YY)

Document must be signed by the person, the parent of a minor child or the person's authorized representative. If you are a parent signing on behalf of a minor child, please sign your name – not the child's name. This authorization will expire when the minor child turns 18 years of age, unless proof of legal guardianship is produced. If you are signing as a Power of Attorney, Legal Guardian, Executor or Administrator complete the following and provide copies of the appropriate Legal documents. If these documents are already on file with BCBSOK, you do not need to provide.

Authorized Representative's Name | Relationship to Person

Authorized Representative's Address | City

State | Zip Code | Authorized Representative's Area Code & Phone Number

Before sending this form, make a copy for your records:

- Photocopy this signed authorization, or
- Complete and sign the duplicate authorization form

Mail the signed authorization to:

Blue Cross and Blue Shield of Oklahoma
PO Box 805107
Chicago, IL 60680-4112

If you need assistance completing the form, refer to the instructions above or call the number listed on your Member ID Card.

BlueCross BlueShield of Oklahoma

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To speak to an interpreter, call the customer service number on the back of your member card. If you are not a member, or don't have a card, call 855-710-6984.

العربية Arabic	إن كان لديك أو لدى شخص تساعده أسئلة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث إلى مترجم فوري، اتصل على رقم خدمة العملاء المذكور على ظهر بطاقة عضويتك. إن لم تكن عضوًا، أو كنت لا تملك بطاقة، فاتصل على 855-710-6984.
မြန်မာ Burmese	သင် သို့မဟုတ် သင်ကူညီပေးနေသူတဦးမှ မေးမြန်းလိုသည့် မေးခွန်းများရှိပါက သင့် ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များကို အခမဲ့ဖြင့်ရယူနိုင်သည့်အခွင့်အရေးရှိပါသ ည်။ ဘာသာစကား ပြန်ဆိုသူနှင့် စကားပြောရန် သင့် အဖွဲ့ ဝင်ကဒ်၏ နောက်ကျောဖက်ပေါ်ရှိ သုံးစွဲသူ ဝန်ဆောင်မှု ဖုန်းနံပါတ်သို့ ခေါ်ဆိုပါ။ အကယ်၍ သင်သည် အဖွဲ့ ဝင်တစ်ဦး မဟုတ်ခဲ့ပါက သို့မဟုတ် ကဒ် မရှိပါက 855-710-6984 သို့ ခေါ်ဆိုပါ။
ᏣᎳᎩ Cherokee	ᏂᎯᏃ, Ꭰ Ꮓ ᎩᏟᎢ Ꮎ ᎯᏍᏕᏢᏍᎬᎩ, ᏍᏛᏛᏃᏍᏗ, ᏂᎯ ᏀᏅ ᎾᏍᎩ ᎡᏣᏢᏍᏕᎸᏗ Ꭰ Ꮓ ᎡᏣᏃᏎᏗ ᏨᏌ ᏣᏜᏂᎯᏍᏗ ᎬᏔᏅᎩ ᎠᏎᏉᏉ. ᎾᏍᎩᏃ ᎠᏁᏢᏗᏍᎩ ᏀᏍᏓᏑᏃᏅᏗᎢ, ᏫᏱᎯᏏᏔᏛᏏ ᎾᏍᎩᎾᎢ ᎤᏂᏩᏍᎩ ᎠᎾᏓᏍᏕᏢᏍᎩ ᎾᏍᎩ ᏈᏅᎢ ᏩᏙᏢ ᏯᏗᏛ ᎠᏆᏂᏱᏍᏗ ᏕᎠᏋᎸᎢ ᏗᏎᏍᏗ. ᏁᏢᎾ ᏂᏥᏒᎾ ᏱᎩ, Ꭰ Ꮓ ᎠᏆᏂᏱᏍᏗ ᏂᏀᏅᎾ ᏱᎩ, ᏫᏍᏏᏔᏛᏍ ᎠᏍᏂ 855-710-6984.
繁體中文 Chinese	如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員, 請致電印在您的會員卡背面的客戶服務電話號碼。如果您不是會員, 或沒有會員卡, 請致電 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, composez le numéro du service client indiqué au verso de votre carte de membre. Si vous n'êtes pas membre ou si vous n'avez pas de carte, veuillez composer le 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Kundenservicenummer auf der Rückseite Ihrer Mitgliedskarte an. Falls Sie kein Mitglied sind oder keine Mitgliedskarte besitzen, rufen Sie bitte 855-710-6984 an.
Hmoob Hmong	Yog koj, los yog tej tus neeg uas koj pab ntawd muaj lus nug txog, koj muaj cai hais kom lawv pab muab cov ntaub ntawv sau ua koj hom lus pub dawb rau koj. Xav tham nrog ib tug kws txhais lus, hu rau tus nab npawb xovtooj pab cuam neeg qhua uas nyob sab tom qab ntawm koj daim npav tswv cuab. Yog koj tsis yog ib tug neeg tswv cuab, los yog koj tsis muaj npav, hu rau 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 회원 카드 뒷면에 있는고객 서비스 번호로 전화하십시오. 회원이 아니시거나 카드가 없으시면 855-710-6984 으로 전화주십시오.
ພາສາລາວ Laotian	ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອມີຄຳຖາມ, ທ່ານມີສິດຂໍເອົາການຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອລົມກັບນາຍແປພາສາ, ໃຫ້ໂທຫາເບີຝ່າຍບໍລິການລູກຄ້າທີ່ມີຢູ່ດ້ານຫຼັງບັດສະມາຊິກຂອງທ່ານ. ຖ້າທ່ານບໍ່ແມ່ນສະມາຊິກ, ຫຼື ບໍ່ມີບັດ, ໃຫ້ໂທຫາເບີ 855-710-6984.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł. Ata' halne'í bich'į' hadeesdzih nínízingo éí kwe'é da'íníishgi áká anídaalwo'ígíí bich'į' hodíílnih, bee nééhózinii bine'dę́ę́' bikáá'. Kojí atah naaltsoos ná hadít'éégóó éí doodago bee nééhózinígíí ádingo kojį' hodíílnih 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک مي کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با خدمات مشتری به شماره ای که در پشت کارت عضویت شما درج شده است تماس بگیرید. اگر عضو نیستید، یا کارت عضویت ندارید، با شماره 855-710-6984 تماس حاصل نمایید.
Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete comuníquese con el número del Servicio al Cliente que figura en el reverso de su tarjeta de miembro. Si usted no es miembro o no posee una tarjeta, llame al 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa numero ng serbisyo para sa kustomer sa likod ng iyong kard ng miyembro. Kung ikaw ay hindi isang miyembro, o kaya ay walang kard, tumawag sa 855-710-6984.
ไทย Thai	หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีข้อสงสัยใด ๆ คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย พูดคุยกับล่ามโดยติดต่อฝ่ายบริการลูกค้าที่หมายเลขตามที่ระบุด้านหลังบัตรสมาชิก หากไม่ใช่สมาชิกหรือไม่มีบัตร กรุณาติดต่อที่หมายเลข 855-710-6984
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے کسٹمر سروس نمبر پر کال کریں جو آپ کے کارڈ کی پشت پر درج ہے۔ اگر آپ ممبر نہیں ہیں، یا آپ کے پاس کارڈ نہیں ہے تو، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nếu quý vị hoặc người mà quý vị giúp đỡ có bất kỳ câu hỏi nào, quý vị có quyền được hỗ trợ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với thông dịch viên, gọi số dịch vụ khách hàng nằm ở phía sau thẻ hội viên của quý vị. Nếu quý vị không phải là hội viên hoặc không có thẻ, gọi số 855-710-6984.

BlueCross BlueShield of Oklahoma

Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance.
We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator
300 E. Randolph St.
35th Floor
Chicago, Illinois 60601

Phone: 855-664-7270 (voicemail)
TTY/TDD: 855-661-6965
Fax: 855-661-6960
Email: CivilRightsCoordinator@hcsc.net

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Phone: 800-368-1019
TTY/TDD: 800-537-7697
Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Complaint Forms: http://www.hhs.gov/ocr/office/file/index.html

BCBSOK provides TDD/TYY services and language assistance for incoming callers for deaf, hard-of-hearing and speech-disabled members. Members can utilize their TeleTYpewriter (TTY) or Telecommunication Device (TDD) to access a teletype operator at 1-800-722-0353.