CMS
Optimizing Communications, Mailing, Shipping

DOCUMENT COMPLIANCE CHECKLIST

Physical Security

- ☐ Do you have the ability to verify and record the contents of outgoing mail?
- ☐ Do you have a "closed loop" mail security system that enables you to verify that what is meant to happen happens? For example, preventing statements from two patients being combined into one envelope?
- ☐ Is patient mail being handled or processed in area accessible by the public or in public view?
- ☐ Is your mail handling system (and your procedures) able to scale with growth and with spikes in volume or are you at risk of mishandling during periods of high volume?
- ☐ Is your mail handling outsourced? If so, are you certain their mail handling procedures are compliant?
- ☐ When you mail important or sensitive documents are you 100% confident that they're being sent to the correct recipient?

Technical Safeguards

- ☐ Is access to data controlled through the use of user id's, automatic log on/off, encryption/decryption and emergency access procedures?
- ☐ Are audits, reports, tracking logs utilized in order to identify issues and pinpoint security violations?

Policies

- ☐ Do you have policies in place to meet industry or governmental compliance requirements for safeguarding the security and integrity of your mail?
- ☐ Do you have an IT disaster recovery plan in place in the event of electronic failure, natural disaster, or ransomware?
- ☐ Do you have system backup plan in place that ensures you can access data within minutes, not days or weeks?

Interested in digging deeper? Call us today to find out how you can improve privacy compliance in your mailroom – **303-761-0681**.

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