

**County Of San Diego
Health and Human Services Agency (HHSA)**

**SUBJECT: Request for Alternate Communication of
Protected Health Information**

NO: HHSA-L-05

PAGE: 1 of 1

DATE: July 2, 2025

REFERENCE: Health Insurance Portability and Accountability Act; California Information Practices Act; various State agreements.

POLICY: The County shall accommodate reasonable requests by individuals to receive communications from the County by alternative means or at alternative locations. Business Assurance and Compliance shall establish procedures to respond to such requests.

PROCEDURES: See related procedures and forms at www.cosdcompliance.org.

RESPONSIBILITIES: Privacy laws and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), the California Information Practices Act (IPA), and others, outline confidentiality requirements and clients' rights to their protected information. Many HHSA programs also have agreements with the State of California that outline additional confidentiality parameters. Compliance with these regulations is addressed in a series of agency policies and procedures maintained by Business Assurance and Compliance.

DEFINITIONS: See HHSA Policy L-30 Privacy Definitions.

QUESTIONS/INFORMATION: Please contact HHSA Business Assurance and Compliance by email at Compliance.HHSA@SDCounty.ca.gov or by phone at (619) 237-8571.

Approved: _____



Christy Carlson
Director
Business Assurance & Compliance