HIPAA-Compliant Technology During COVID-19

There are multiple telehealth options available to provide health care services in a virtual environment. Organizations that have not traditionally provided telehealth services are now in experiencing an urgency to now provide services virtually and quickly procure software platforms that are HIPAA compliant. The federal government recently relaxed HIPAA compliance regulations to allow providers to use technology in meeting with consumers, however this shift will presumably be temporary. We encourage agencies to consider utilizing a platform that meets HIPAA compliance so that they do not experience gaps if the relaxed regulations do revert to more restrictive ones.

Below we provide a list of virtual meeting platforms that are frequently used by behavioral health organizations that either are HIPAA compliant, or can be shifted to meet these requirements. These platforms allow for both individual and group virtual service provision and can also be used for staff meetings and professional development. The software platforms below provide video and mobile conferencing, integrated Voice over IP (VOIP) for video- and audio-only conference calls, and screen sharing. Within these platforms, additional features include virtual whiteboards, polling, hand raising, and chat space. Additionally, these platforms can be accessed by users from desktops, laptops, tablets, and mobile devices.

If your agency already has one of the platforms or is in the process of contracting to provide virtual services, please ensure that your software vendor has a Business Associate Agreement (BAA) in place. A BAA is a written contract between a Covered Entity and a Business Associate to ensure security and privacy; it is required by law for HIPAA compliance. The companies listed below are willing to sign a BAA. Additionally, it is the Covered Entity's responsibility to set up security features properly; work with your software vendor to confirm that you have enabled the required features in the platform to meet compliance requirements.

Adobe Connect
- Compliance Information

CISCO Webex
- HIPAA Compliance: Trust Cisco Webex services to Secure your Data

GoToMeeting
- GoToMeeting and HIPAA Compliance

Zoom Pro
- Zoom HIPAA Compliance Guide
- HIPAA Business Associate Agreement