

## WHAT'S NEWS WITH TITAN:

- Following HIPAA regulations
- Using the Internet to better track Claimant activities
- New Hires, Announcements and Accolades
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## HIPAA, HITECH and Your Business Associates

The Health Information Technology for Economic and Clinical Health (HITECH) Act, enacted as part of the American Recovery and Reinvestment Act of 2009, was signed into law on February 17, 2009. This, paired with the finalized rules for the Health Information Patient Privacy Act (HIPAA), which go into effect as of March 26, 2013, means stricter regulations regarding who can access medical records.

Worker's Compensation Administrators are generally exempt from HIPAA; however, their business associates are not. Business associates by definition are subcontractors that create, receive, maintain, or transmit protected health information.

With these regulations any individual, business, or business associate that has access to medical or billing records (if handling Protected Health Information, PHI, is part of regular operations) must have business associate contracts and should consider becoming HIPAA certified by taking a relevant training course, though certification is not required. HITECH Regulations have applied sanctions of up to \$1.5 million if a business is willfully negligent in its handling of health records.

HIPAA compliant medical releases are available and can be submitted on your behalf. Some facilities also require a Letter of Representation. A HIPAA compliant release includes: 1.) name of the

medical facility, 2.) patient's full name, date of birth, Social Security number, 3.) purpose of the request, 4.) name and address of requestor, and 5.) release is signed and dated by patient with expiration date of release clearly indicated.

Titan is working to become the first private investigative agency to have key staff HIPAA certified to stay current on all laws and regulations and ensure compliance so that our clients' interests are protected. Please contact your nearest Titan representative for more details, appropriate releases, and an example of a Letter of Representation for your next medical record retrieval.

## The Rise of Social Media - GOTCHA!

With the better weather of Spring and Summer, people will tend to be more active outdoors. How does one find out where to go or what to do? Social networking is increasingly becoming the answer.

Social media has evolved and expanded over the past few

years so that, if you have any recreational interest, there is a good chance that there is a social media network, blog, or event tracker out there for you. Social media is often used as a virtual brag book but it can also be used to organize special events, advertise a business, or even solicit work. Of all the social

media outlets in existence today, Facebook remains the number one source and is followed in popularity by Twitter, LinkedIn, and Instagram. Thorough Internet investigative search procedures tend to grab most, if not all, postings a person may have, including news articles. *(continued on 2)*



Claimants may be advised to delete their social media pages so timing is key.

**GOTCHA** searches are a quick way to document evidence (text and/or photos) for a suspicious claim, but it must be done quickly before the claimant deletes or restricts the profile(s)!

## The Rise of Social Media - GOTCHA! (Continued)

According to the Pew Research Center, “67% of online adults say they use Facebook. Internet users under 50 are particularly likely to use a social networking site of any kind.” (<http://pewinternet.org>)

With social media outlets come warnings about the dangers of putting too much information in public view. Many people have become more Internet and privacy policy savvy and sometimes a person’s profile is restricted, meaning only

friends can view their posts. Some people only have part of these privacy restrictions activated which is why sometimes group photos are visible to the public, but not daily posts. In either case it is important to document posts or photos where a claimant is involved in any activity, or to show that they could have sustained an injury prior to the date of loss.

Monday morning accident reports are often a red flag that something could have

happened to the claimant over the weekend. Internet investigations should be ordered as soon as possible so that one can quickly archive any social profiles before the claimant decides to restrict or delete them.

Titan’s industry leading GOTCHA Deep Internet Search is available as one resource to help document any Internet activity and better prepare you for your insurance defense. Call to schedule one today.

## Team Titan: Titan Company News

### Welcome Aboard

Titan would like to take this time to welcome aboard the following new hires in 2013:

**Jorge Aguiar**

Cooper City, Florida

**Stoney Hooker**

Greer, South Carolina

**Jamie Sheldrake**

Springfield, Pennsylvania

**John Smith**

Glen Allen, Virginia

### Announcements

Titan would like to congratulate **Teri and Jonathan Simpson** on the birth of their first child and the newest member of the Titan Family.

**Jameson Miller Simpson** was born on January 30, 2013. We look forward to Teri’s return from maternity leave in April 2013.

### 2013 Accolades

Titan would also like to pass along excerpts from a comment made by a valued client:

*“I just wanted to send a quick email to say **Mike Brady** attended a hearing this morning and provided testimony. The surveillance was excellent and Mike presented very well. The Commissioner made a comment after the hearing that some attorneys go their entire careers without having surveillance this good!”*

## Investigator of the Year Award

Titan would like to congratulate **Ronald Bishof** of Holland, Pennsylvania for winning his second straight Investigator of the Year Award in 2012! Ronald has been an investigator with Titan since 2010 and finished as Titan’s Investigator of the Month three times in 2012. He ultimately won the overall award by securing a video percentage of **73.7%** while averaging almost 20

minutes of Claimant video per day in 2012.

Coming in second place was **Mark Henry** of Atlanta, Georgia who captured an incredible video percentage of **80.7%** while averaging 11.5 minutes of Claimant video per day.

Third place saw **Michael Boswell** of Bowie, Maryland

edge out **George Martin** of Beltsville, Maryland on the strength of a video percentage of **62.9%** and an average of 18.1 minutes of Claimant video per day.

Honorable mentions went to **Will Rackley** of Crum Lynne, Pennsylvania and **Scott Woodlee** of Orlando, Florida.

Great job Team Titan!