



OCR Update

National Committee on Vital and Health Statistics

February 24, 2015

Rachel Seeger, Senior Advisor
HHS Office for Civil Rights (OCR)

Customer Response Center (CRC)



- The number of privacy and security complaints filed with OCR per year has steadily grown.
- In FY 2015, we are likely to receive close to 17,000 complaints.
- OCR's Customer Response Center (CRC) centralizes the task of responding to telephone inquiries from complainants, covered entities, and the general public at OCR headquarters.
- Allows regional staff to focus on investigation, outreach, and other enforcement activities.
- Provides in-language services for callers who do not speak English.

Language Access and Website Improvements



- Consolidated all of our translated materials into a central location on our homepage that is easy to access.
- We will be launching a new, comprehensive website redesign this year to improve overall site navigation and usability so that information is more accessible and easy to find.

Central Intake Unit (CIU)



- We have implemented a Central Intake Unit (CIU), which evaluates, triages, and distributes cases.
- Like the CRC function, this was a task previously performed in the regions that OCR centralized at headquarters in order to facilitate the regions' main investigative responsibilities.
- The CIU reviews cases that come in through our online complaint portal.
- The unit then triages those cases that can be handled expeditiously, and refers more complex cases involving investigation on to our 10 regional offices.

Complaint Portal



- We have introduced an on-line web portal that provides a customer-friendly and expedient method for filing complaints as an alternative to mail, fax, phone.
- Online complaint forms are in seven languages and the intention is to expand that number over time.
- Since the web portal's inception, the average number of complaints received per week has increased by 65% nationally.
- Our on-line survey shows a customer satisfaction score of 84% -- an increase of more than 20% among those trying to file a complaint in just the first month that this new portal has gone live.

What's to Come in 2015

- Final NICS Rule: The rule is now at OMB.
- ANPRM to solicit views on ways in which an individual who is harmed by an offense punishable under HIPAA may receive a percentage of any CMP or monetary settlement collected.
- More guidance, including cloud computing.
- Development of a portal to enable stakeholders to effectively communicate with us about issues on which they would like additional guidance.

For More Information

<http://www.hhs.gov/ocr/privacy/>