



2010

Dear Valued Customer:

The national association for telephone answering services, ATSI (www.atsi.org), has reviewed and continues to review changes in Health Insurance Portability and Accountability Act of 1996 (HIPAA) brought about by the passage of Health Information Technology for Economic and Clinical Health Act (HITECH) as a component of the American Recovery and Reinvestment Act of 2009 (ARRA) beginning as early as 2009.

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The association, in concert with legal counsel, inter-industry contacts and a major insurance company that underwrites policies for Telephone Answering Services (TAS), is working on this issue on behalf of the entire TAS industry throughout the United States.

Legal guidance and a compliance package for ATSI member TASs is available in time for our firm to meet any new obligations we may have under HIPAA, HITECH and/or the ARRA.

When we receive guidance from ATSI we review it with our legal counsel and adopt any necessary changes to our policies, procedures, contracts and risk management posture.

As many in our industry, we are respectfully declining to enter into new Business Associate Contracts (BAC) created by clients.

In the interim, we can and will immediately execute a BAC based on our current standard BAC (published by our firm based on the industry-standard ATSI model BAC as customized for our firm by our legal counsel).

The "Miss Emily" Award
Great Women of Texas Award

Cordially,

Dee Hawkins

Dee Hawkins
CEO