

## C Confidentiality - Information Security - Release of Confidential Information

REVISION 19  
(01/01/12 - 03/31/12)

Permission to release information MUST be obtained in writing from the PI or representative when a request is made by any unauthorized source. DO NOT release any information without written permission from the PI or representative.

### EXCEPTION

Written permission from the PI is not needed for the sources listed in [Release of Information – No permission needed](#).

Limited information may be released to law enforcement without the written permission of the PI. (See [Releasing Information to Law Enforcement](#))

The permission to release information MUST include ALL of the following:

- The information to be released.
- The name of the person or organization that is allowed to receive the information.
- The period of time the release is valid.
- The dated signature of the PI or representative.

When the participant requests to view or receive copies of information from their [case file\(g\)](#) see [Participant Review of Case Information](#).

Refer all inquiries about a participant's medical provider or health plan to [AHCCCS](#).

When there is a court order or subpoena issued see [Court Order or Subpoena to Release Information](#) for routing instructions.