



## Virtual Case Manager Privacy Policy

- **What information is collected by the VCM system?**
  - The VCM collect information about Clients when registered or provided services by an authorized VCM agency.
  - When registering into the VCM system at any Agencies intake station Clients will be asked for their: name, address, phone number, ethnicity, age, family members, and race. When a Client is provided services other information that authorized VCM Agency requires for processing will be asked to complete service needs.
  - Clients who do not feel comfortable providing this information can choose to stay anonymous and still enroll into the VCM network of providers. Their services will be associated with a non-identifiable VCM ID card. This enables services needs and records to be maintained with the anonymous Client as they are serviced throughout the network. Reporting on information provided can still be achieved without tracking the Clients real identity and name.
- **What do we use your information for?**
  - Any of the information collected by the VCM can may be used in one of the following ways:
    - **To personalize Client needs:** Historic and referral information helps Agencies to better respond to an individual or family's needs.
    - **To improve customer service:** Your information helps us to more effectively respond to your service needs, service requests, enables referral assistance, and quick intake processing at each Agency.
- **How does the VCM protect Client information?**
  - The VCM architecture implements a variety of security measures to maintain the safety of your personal information.
  - Servers and data are housed in a secure HIPAA compliant datacenter. All supplied information is transmitted via Secure Socket Layer (SSL) technology between end user and the datacenter servers. Encrypted communication ensures all accessed is by authorized users who have authenticated their credential and are valid, layers of programming control each users rights within the VCM program. Each Agency controls the rights of their staff and can customize visibility to information based on needs and or requirements within their programs.
  - Continual development is performed to keep the technologies used by the VCM up to date with the latest industry standards. The same technologies used in the medical, legal, banking and other data sensitive industries.

- **Disclose of Client information?**
  - Information, whether public or private, will not be sold, exchanged, transferred, or given to any non-authorized VCM agency for any reason without consent, other than for the express purpose of managing the service needs of the Client. Information may be release if required to comply with state or federal law.
  
- **Online Privacy Policy Only**
  - This online privacy policy applies only to information collected through thru the VCM software and does not govern information printed, exported, or collected thru other means.
  
- **Contacting a VCM representative**
  - If there are any questions regarding this privacy policy you may contact us at:  
(513) 826-4364  
[support@virtualcasemanager.com](mailto:support@virtualcasemanager.com)