Illinois SMP Information Technology Policy

To protect our SMP clients, we must ensure that their personal information is kept private and secure. This requires all SMP staff and volunteers to take cautious, proactive measures to do this at all times.

Handling and Reporting Sensitive Information to SMP

Volunteers should refrain from collecting and transmitting personal client information via Internet or email. This can include client information (Social Security number, Medicare number, date of birth, driver's license number, financial account numbers, etc.) or names of providers or companies that may be involved in potential fraud or abuse.

If you have sensitive information to communicate with your SMP supervisor, please communicate that information in a phone call.

Any individual who believes they have experienced fraud should be referred to the Illinois SMP hotline at (800) 699-9043. (We prefer beneficiaries make the call to SMP on their own behalf, but if there is a circumstance where the individual cannot easily contact SMP, volunteers may collect client names and phone numbers **only**.) The volunteer may then share the client's name and phone number with SMP staff at AgeOptions, preferably by phone.

To protect client confidentiality, Counseling and Complex Issues and Referrals volunteers who conduct interviews with beneficiaries that involve the discussion of confidential information should have these conversations only in venues that prevent others from overhearing or viewing the information under discussion.

Using Computers at Partner Agencies

Illinois SMP volunteers should familiarize themselves with the specific Information Technology protocols at their host agency and follow them. Talk with your supervisor for more information.

Illinois SMP volunteers who perform their duties at host agencies should use only the logins and files assigned to them. Volunteers should only use the Internet for SMP work while performing SMP duties.

Regardless of how diligent volunteers may be, there remains a possibility that data will be compromised. If this occurs, volunteers must immediately notify their SMP supervisor to fill out an Incident Report, which can be found in Appendix C.

Using Personal Computers for Outreach

Illinois SMP volunteers are prohibited from using personal computers during outreach efforts. Presenters should always be prepared to give presentations without the use of technology. If presenters want to use PowerPoint presentations, they should utilize multimedia and technology options offered at venue sites.

SIRS

SMP Information Reporting System (SIRS) is the web based, nationwide data tracking tool used by the SMPs to track and report activity related to outreach and education and individual interactions. Volunteers may use SIRS to enter in their activities. However, volunteers should refrain from including any personal information in the reports they submit to SIRS. Please discuss your use of SIRS with your supervisor.