



HIPAA Compliance

Practice Management 360 LLC Last Updated: August 2026

Why We're Publishing This

Practices trust us with more than a to-do list - for clients using our billing, coding, denial management, or scheduling services, we're handling data that patients never agreed to hand to a stranger. That's not a compliance checkbox to us; it's the actual job. This page explains, in plain terms, how we treat Protected Health Information (PHI) when we're acting as a Business Associate under HIPAA - not a copy-pasted disclaimer borrowed from someone else's template.

Our Role Under HIPAA

For services that involve handling PHI - medical billing and coding, denial management and AR collections, and patient scheduling - Practice Management 360 LLC operates as a **Business Associate**, not a Covered Entity. That distinction matters: your practice remains the Covered Entity responsible for its patients, and we operate strictly within the bounds of a signed **Business Associate Agreement (BAA)** with your practice before any PHI ever touches our systems.

No BAA, no PHI access — that's a hard line, not a formality.

What This Means in Practice

- PHI is used only to perform the specific service your practice has engaged us for (e.g., processing a claim, resolving a denial, confirming a scheduled appointment) - never for marketing, never repurposed, never shared outside that scope
- Access to PHI is limited to team members directly involved in delivering that service, on a need-to-know basis - not open across our organization by default
- We maintain administrative, physical, and technical safeguards consistent with the HIPAA Security Rule, including access controls, encryption where applicable, and audit practices appropriate to the data we handle
- We do not sell, rent, or use PHI for any purpose outside the terms of your practice's BAA

Services That Involve PHI vs. Services That Don't

Not every service we offer touches PHI, and we think that distinction is worth spelling out rather than burying:

Involves PHI (BAA required): Medical Billing and Coding, Denial Management/AR Collections, Patient Scheduling Systems

Generally does not involve PHI: Legal Setup & Compliance, Insurance Credentialing (provider-level, not patient-level data), Website Design & Branding, Social Media & Patient Access Growth

If your engagement spans both categories, only the PHI-involved services fall under our BAA obligations — the rest is governed by our standard Terms and Privacy Policy.

If Something Goes Wrong

If we ever discover a breach involving PHI we hold on your practice's behalf, we notify the affected practice without unreasonable delay, consistent with HIPAA's Breach Notification Rule and the terms of our BAA. We'd rather over-communicate early than let a practice find out from a patient before they hear it from us.

Patient Inquiries

We are not the Covered Entity, so we don't hold or manage a practice's patient-facing Notice of Privacy Practices. If you're a patient with a question about how your specific medical records or health information were handled, that inquiry should go directly to your provider's HIPAA Privacy Official, as named in the notice your provider gave you.

If you believe Practice Management 360 has mishandled PHI processed as part of our business associate work, you can reach our team directly — we take that seriously enough to respond ourselves, not route you to a call center.

Contact

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