

FAQs about Releases of Information (ROI)

What is a Release of Information Form (ROI) and what is it for?

A release of information Form (ROI) documents your consent for Trauma Informed Therapies (TIT) to share information about you and your care with your other health care providers such as a primary care doctor or specialist. It also gives your team at TIT permission to communicate with family members and support people.

Why is a ROI needed?

To comply with federal health care laws and to ensure your privacy, TIT must obtain your consent in writing before communicating with outside personas about you or the services you are receiving at TIT. Filling out a ROI will help your team coordinate care with other professionals you are working with and help us provide you with the most complete and comprehensive care possible.

Who should I fill out a ROI for?

- Your health insurance company (or third party administrator)
- Any **health care or service providers**, outside of TIT, that are currently participating in your care. It can also be beneficial to allow information to be exchanged with past providers as well. Examples: primary care provider, psychiatrist, other therapists, nutrition counselors, etc.
- Any **support persons** (parents, friends, family or partners) that you would like to be able to exchange information, work with scheduling, or otherwise support you in your care.
- If you use a **medical transportation** company, a ROI is required for our staff to communicate with drivers, dispatchers, etc.

For how long is a ROI valid?

ROIs are valid for one year from the date that they are signed unless you revoke the ROI prior to that date. For continued communication and care, ROIs must be updated annually.

What if I/we decide not to fill out a ROI?

If you decline to fill out a ROI for your insurer, TIT may not be able to bill the insurer for your services and you will be financially responsible for all services and charges incurred while obtaining treatment at TIT. Electing to not complete a ROI means that all of your treatment information at TIT will remain between you and the provider(s) and staff at TIT.

How do I know what types of information to consent to release?

If you want TIT to submit claims for reimbursement to your insurance company, we recommend selecting the “all records” option on the ROI. If you are filling out a ROI for the coordination of care between one of your providers at TIT and another health care provider, and are unsure of what information to allow for release, we encourage you to speak with your provider to discuss the best options. Doing so will help answer your questions and ensure that you and your team are on the same page about what information is being shared. The Front Desk of TIT is also an excellent resource to answer your questions. Or call us at 509-842-0067.

When is a parent/guardian/representative signature required?

A parent/guardian and/or legal representative must provide consent for release of information for clients unable to consent due to age or judicial determination in accordance with applicable state law. In Washington State, parent/guardian consent is required when a client is age 12 years old or younger.

What if I don't know the contact information of the other provider that I would like you to release to?

If you don't know contact information for a provider or persona you are providing consent for, the Front Desk is happy to help look up information.

How can I revoke my consent?

ROI's can be revoked before their annual expiration date. To do this, please send a signed and dated letter stating which authorization/with whom you would like to revoke your ROI. Please send this letter to us at: Trauma Informed Therapies, 222 W Mission Ave, Suite 122, Spokane, WA 99201. Letters that are received will be kept in your chart as record of the revoked ROI.