

EC-2023-0395

Brett Felber
VS
Ameren Missouri

Response

While I would hope information would be left confidential, it is NOT my responsibility to continuously at my disposal give Respondents information numerous times. I've given Respondents a copy of a Sworn Affidavit that was notarized and in addition was also given to the [REDACTED] for my living arrangements. There's no dispute of addresses or where I own business, the MAIN issue is the breach of contract, again. Grasping for irrelevant information isn't going to be given at the convenience to Respondents. They've been given an affidavit of the State I live in, they've been given a legal address and mailing address of where my mail goes to. If they aren't happy with it, oh well. There is NO law that says I have to give them my exact address, plus they are outside my service area in Kansas.

As for my son's medical disability paperwork for medical doctors, this seems to be a bigger problem. When anyone requests medical paperwork from a doctor's office, etc they can get an email account that is HIPAA compliant or a EFAX that is HIPAA compliant. Ameren uses a company called SendGrid. SendGrid isn't a HIPAA complaint company, therefore any email sent from a medical doctor wouldn't meet the qualification standards to receive the data.

This would also be a red flag to anyone that has had to send in medical hardship paperwork from a Doctor's office because any medical transcripts requested by a party are required to be sent to a HIPAA compliant email address or fax number. Ameren's a [REDACTED] Company, are they implying that they can't get a provider that can provide that emailed or faxed information sent to them is secured through the process of a reputable provider? Major red flag here.

So no, they will not get another copy of my son's medical hardship, because it is apparent they don't have a HIPAA Compliant System when collecting the data.

I would hope the PSC sees this as a major red flag and something they should talk to Ameren or Ameren looks into actually doing in the near future. When collecting anyone's medical information whether by fax or email, it needs to go to a HIPAA complaint email server, that will actually safeguard the information if there was a data breach. If Ameren needs help getting one, they can call me. Being in the communications industry I know three very good companies .

Brett Felber