



U.S. SMALL BUSINESS ADMINISTRATION  
WASHINGTON, D.C. 20416

OFFICE OF THE NATIONAL OMBUDSMAN

Mr. Joseph Pores  
President  
Association of Teleservices International  
222 S. Westmonte Drive, Suite 111  
Altamonte Springs, FL 32714

DEC 10 2018

Dear Mr. Pores:

Thank you for contacting the U.S. Small Business Administration Office of the National Ombudsman. I received your Federal Agency Comment Form in which you expressed concerns regarding unnecessary financial burden placed upon the telephone answering services industry by the unintended consequences of the overreach of the Health Insurance Portability and Accountability Act (HIPAA) regulations.

I have contacted the Department of Health & Human Services (HHS) Office for Civil Rights (OCR) on behalf of ATSI membership. I have asked OCR to undertake a high level review of the information you submitted and consider your request for an opportunity to discuss exemptions for telephone answering services with HHS. When I receive the agency's response, which I have requested within 30 business days, I will be in contact with you.

The Office of the National Ombudsman was created by Congress under the Small Business Regulatory Enforcement Fairness Act to receive comments from small businesses regarding concerns of unfair or excessive Federal regulatory actions.

Please understand that the ONO process is not a substitute for any other legal or administrative action applicable to your situation and has no effect on your rights or obligations under the procedures of the agency on which you have filed a comment.

The Case Manager handling your case is Ms. Ellie Zahirieh. She may be reached at 202-205-6499 or by email at [elahe.zahirieh@sba.gov](mailto:elahe.zahirieh@sba.gov).

Thank you for raising this important issue with the Office of the National Ombudsman.

Sincerely,

Mina A. Wales  
Deputy National Ombudsman

MAW/ez