

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION WITH REGARD TO YOUR HEALTH BENEFITS. PLEASE REVIEW IT CAREFULLY.

The original effective date of this notice was April 14, 2003. The most recent revision date was January 2018.

Please read this notice carefully. This tells you who can see your protected health information (PHI). It tells you when we have to ask for your OK before we share it. It tells you when we can share it without your OK. It also tells you what rights you have to see and change your information.

Information about your health and money is private. The law says we must keep this kind of information, called PHI, safe for our enrollees. That means if you're an enrollee right now or if you used to be, your information is safe.

We get information about you from state agencies for Medicaid and the Children's Health Insurance Program after you become eligible and sign up for our health plan. We also get it from your doctors, clinics, labs and hospitals so we can approve and pay for your healthcare.

Federal law says we must tell you what the law says we have to do to protect PHI that's told to us, in writing or saved on a computer. We also have to tell you how we keep it safe. To protect PHI:

- Used or shared by people who work for us, doctors or the state, we: Make rules for keeping information safe (called policies and procedures).
- On paper (called physical), we:
 - Lock our offices and files.
 - Destroy paper with health information so others can't get it.
- Saved on a computer (called technical), we:
 - Use passwords so only the right people can get in.
 - Use special programs to watch our systems.

When is it OK for us to use and share your PHI?

We can share your PHI with your family or a person you choose who helps with or pays for your healthcare if you tell us it's OK.

Sometimes, we can use and share it **without your OK** for your medical care, to help doctors, hospitals and others get you the care you need.

For payment, healthcare operations and treatment.

- To share information with the doctors, clinics and others who bill us for your care.
- When we say we'll pay for healthcare or services before you get them.

- To find ways to make our programs better, as well as giving your PHI to health information exchanges for payment, health care operations and treatment.

For healthcare business reasons.

- To help with audits, fraud and abuse prevention programs, planning, and everyday work.
- To find ways to make our programs better.

For public health reasons.

- To help public health officials keep people from getting sick or hurt.

With others who help with or pay for your care.

- With your family or a person you choose who helps with or pays for your healthcare, if you tell us it's OK.
- With someone who helps with or pays for your healthcare, if you can't speak for yourself and it's best for you.

We must get your OK in writing before we use or share your PHI for all but your care, payment, everyday business, research or other things listed below. We have to get your written OK before we share psychotherapy notes from your doctor about you.

You may tell us in writing that you want to take back your written OK. We can't take back what we used or shared when we had your OK. But we will stop using or sharing your PHI in the future.

Other ways we can — or the law says we have to — use your PHI:

- To help the police and other people who make sure others follow laws.
- To report abuse and neglect.
- To help the court when we're asked.
- To answer legal documents.
- To give information to health oversight agencies for things such as audits or exams
- To help coroners, medical examiners or funeral directors find out your name and cause of death.
- To help when you've asked to give your body parts to science.
- For research.
- To keep you or others from getting sick or badly hurt.
- To help people who work for the government with certain jobs.
- To give information to worker's compensation if you get sick or hurt at work.

What are your rights?

- You can ask to look at your PHI and get a copy of it. We don't have your whole medical record, though. If you would like a copy of your whole medical record, ask your doctor or health clinic.

- You can ask us to change the medical record we have for you if you think something is wrong or missing.
- Sometimes, you can ask us not to share your PHI. But we don't have to agree to your request.
- You can ask us to send PHI to a different address than the one we have for you or in some other way. We can do this if sending it to the address we have for you may put you in danger.
- You can ask us to tell you all the times over the past six years we've shared your PHI with someone else. This won't list the times we've shared it because of healthcare, payment, everyday healthcare business or some other reasons we didn't list here.
- You can ask for a paper copy of this notice at any time, even if you asked for this one by email. If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us.

What do we have to do?

- The law says we must keep your PHI private except as we've said in this notice.
- We must tell you what the law says we have to do about privacy.
- We must do what we say we'll do in this notice.
- We must send your PHI to some other address or in a way other than regular mail if you ask for reasons that make sense, like if you're in danger.
- We must tell you if we have to share your PHI after you've asked us not to.
- If state laws say we have to do more than what we've said here, we'll follow those laws.
- We have to let you know if we think your PHI has been breached.

We may contact you

You agree that we, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or a pre-recorded message. Without limit, these calls or texts may be about treatment options, other health-related benefits and services, enrollment, payment, or billing.

What if you have questions?

If you have questions about our privacy rules or want to use your rights, please call Enrollee Services at 315-624-4545 in Oneida County, 315-866-8700 in Herkimer County or toll free at 888-355-4764. If you're deaf or hard of hearing, call 711.

What if you have a complaint?

We're here to help. If you feel your PHI hasn't been kept safe, you may call Enrollee Services or contact the Department of Health and Human Services. Nothing bad will happen to you if you complain.

Write to or call the Department of Health and Human Services:

Office for Civil Rights U.S. Department of Health and Human Services Jacob Javits Federal Building:

26 Federal Plaza, Suite 3312
New York, NY 10278.
Phone: 800-368-1019
TDD: 800-537-7697
Fax: 212-264-3039

We reserve the right to change this Health Insurance Portability and Accountability Act (HIPAA) notice and the ways we keep your PHI safe. If that happens, we'll tell you about the changes in a newsletter. We'll also post them on the Web at www.mvhealthsystem.org/SNH

Your personal information

We may ask for, use and share personal information (PI) as we talked about in this notice. Your PI is not public and tells us who you are. It's often taken for insurance reasons.

We may use your PI to make decisions about your:

- Health
- Habits
- Hobbies

We may get PI about you from other people or groups like:

- Hospitals
- Other insurance companies
- Doctors
- We may share PI with people or groups outside of our company without your OK in some cases.
- We'll let you know before we do anything where we have to give you a chance to say no.
- We'll tell you how to let us know if you don't want us to use or share your PI.
- You have the right to see and change your PI.
- We make sure your PI is kept safe.