

PRIVACY PRACTICES

Your Rights

When it comes to health information, you have the right to:

Get a copy of your health and claims records.

You can ask for a copy of your health and claims records. We will give you a copy or a summary of your health and claims records. We often do this within 30 days of your request. We may charge a fair, cost-based fee.

Ask us to fix health and claims records.

You can ask us to fix health and claims records if you think they are wrong or not complete. We may say “no” to requests. If we do, we will tell you why in writing within 60 days.

Ask for private communications.

You can ask us to reach you in a specific way, such as home or office phone. You can ask us to send mail to a different address. We will think about all fair requests. We must say “yes” if you tell us you would be in danger if we do not.

Ask us to limit what we use or share.

You can ask us not to use or share certain health information for care, payment, or our operations. We do not have to agree to these requests.

Get a list of who we have shared information with.

You can ask how many times we have shared your health information. This is only up to six years before the date you asked. You can ask who we shared it with and why. We will include all the disclosures except for those about:

- Care
- Amount paid
- Health care operations
- Other disclosures that you asked us to make

We will give you one list each year for free. We will charge a fair, cost-based fee if one is asked for within 12 months.

Get a copy of this privacy notice.

You can ask for a paper copy of this notice at any time. You can ask even if you agreed to get the notice electronically. We will give you a paper copy as soon as possible.

Allow CareSource PASSE to speak to someone on your behalf.

You can allow CareSource PASSE to talk about your health information with someone else on your behalf. Legal guardians can make choices about your health information. CareSource PASSE will give health information to the legal guardian. We will make sure a legal guardian has this right and can act for you before

You can file a complaint.

You can complain if you feel we have violated your rights. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by:

Phone: 1-877-696-6775 **Online:** <https://www.hhs.gov/ocr/complaints/index.html>

Address: Department of Health and Human Services Office for Civil Rights
200 Independence Avenue S.W.
Washington, D.C. 20201

We will not take action against you for filing a complaint. We cannot ask you to give up your right to file a complaint as a condition of:

- Care
- Amount paid
- Health care operations
- Other disclosures that you asked us to make

Your Choices

For certain health information, you can choose what we share. Tell us how you want this information shared. We will follow these orders. You have the right and choice to tell us to:

- Share information with your family, close friends, or others who pay for your care.
- Share information in a disaster relief situation.

If you cannot tell us your choice, such as if you are unconscious, we may share your information. We may share it if we believe it is in your best interest. We may also share if we need to reduce a serious and close threat to health or safety.

We cannot share your information unless you have given us written consent for:

- Marketing uses
- Sale of your information
- Sharing your therapy notes

Consent to Share Health Information

The CareSource PASSE policy is to share your health information. This includes Sensitive Health Information (SHI) such as drug and/or alcohol treatment, genetic testing results, HIV/AIDS, mental health, sexually transmitted diseases (STDs), or other diseases that are a danger to your health. We share this for the purpose of treatment, care coordination, and help with benefits. It is shared with your past, present, and future providers. It is also shared with the Health Information Exchanges (HIE). HIE lets providers view information that CareSource PASSE has about members.

You have the right to tell us if you do not want your health information (including SHI) shared. If you do not agree to share your health information, it will not be shared with providers to handle your care and treatment or to help with benefits. It is still shared with the provider who treats you for the specific SHI. If you do not approve sharing, your providers may not be able to coordinate your care as well as they could if you did approve sharing.

Other Uses and Disclosures

We use or share your health information in these ways:

- **Help you get health care.** We can use your health information and share it with experts who are treating you. *Example: A doctor sends us your diagnosis and care plan so we can arrange more care.*
- **Pay for your health care.** We can use and give out health information when we pay for health care. *Example: We share information about your dental plan to pay for dental work.*
- **Operate the plan.** We may use or share your health information to run our health plan. *Example: We may use your information to make the quality of health care better. We may give your health information to outside groups so they can help us run the health plan. Outside groups are lawyers, accountants, consultants, and others. They keep your health information private, too.*

How else can we use or share your health information?

We may share your information in other ways. This is often for the public good, such as public health and research. We have to meet many rules in the law before we can share your information for these reasons. To learn more, see <https://www.hhs.gov/hipaa/index.html>.

- **To help with public health and safety issues.** This is to:
 - Prevent disease
 - Help with product recalls
 - Report harmful reactions to drugs
 - Report suspected abuse, neglect, or domestic violence
 - Prevent or reduce a serious threat to anyone's health or safety
- **To do research.** We can use or share your information for health research. We can do this as long as certain privacy rules are met.
- **To obey the law.** We will share information if state or federal laws call for it. This involves the Department of Health and Human Services if it wants to see that we are obeying federal privacy laws.
- **To react to organ and tissue donation requests and work with a medical examiner or funeral director.** We can share health information with organ donation organizations. We can also share with a coroner, medical examiner, or funeral director if you die.
- **To address workers' compensation, law enforcement, and other government orders.** We can use or share health information for:
 - Workers' compensation claims
 - Law enforcement purposes or with a police official
 - Health oversight offices for actions allowed by law
 - Special roles such as military, national safety, and presidential protective services
- **To react to lawsuits and legal actions.** We can share health information due to a court or legal order. We may also make a group of "de-identified" information that cannot be traced back you.

Our Responsibilities

- We protect your health information in many ways. This involves information that is written, spoken, or found online.
 - Our staff is trained on how to keep your information safe.
 - Your information is talked about in a way so that it is not overheard.
 - CareSource PASSE makes sure that computers used by staff are safe by using firewalls and passwords.
 - CareSource PASSE limits who can get your health information. We make sure that only staff with a business need can get information.
- By law, we must keep the privacy and security of protected health information and give you a copy of this notice.
- We will let you know quickly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices in this notice.
- We will not use or share your information other than as listed here. This is unless you tell us we can in writing. You can change your mind at any time and tell us in writing.

To learn more, visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Effective date and changes to the terms of this notice

This privacy notice is effective April 28, 2017. We must follow the terms of this notice as long as it is in effect. If we change the notice, the new one would apply to all health information we keep. If this happens, CareSource PASSE will put the new notice on our web site. You can also ask our CareSource PASSE Privacy Officer for it by:



Phone: 1-833-230-2005 (TDD/TTY: 711)



Email: HIPAAPrivacyOfficer@CareSource.com



Address: CareSource PASSE
Attn: Privacy Officer
P.O. Box 8738
Dayton, OH 45401-8738

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