

NOTICE OF PRIVACY PRACTICES

Effective December 1, 2020

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. PLEASE REVIEW IT CAREFULLY.

PRIVACY AND YOU

Your health information is personal and private. The Connect to Care Program must keep your health information private and secure. We get information about you when you apply for benefits. Your doctors, clinics, and labs send information to us when they ask us to approve and pay for your health care. We must give you this Notice of Privacy Practices that tells you how we keep your health information private and your rights.

HOW WE MAY USE AND SHARE YOUR INFORMATION

Connect to Care and people that work with us must obey laws on how we use and share your information. Your name, address, personal facts, the medical care you had, your medical history, and your medical records can only be used and shared for reasons related to operating Connect to Care. Such reasons include:

- To approve eligibility and medical assistance
- Establishing ways to pay for health care
- To approve, provide, and pay for medical services
- To investigate or prosecute cases involving Connect to Care (such as fraud)

The examples below show how we may use and share your health information for treatment, payment, and health care operations:

For treatment: Connect to Care may need to approve medical care that you may need. We will receive information from you and share it with the necessary people to make sure you get the care you need.

For payment: Connect to Care and others that work with us receive, review, approve, process, and pay for health care bills sent to us for your medical care. When we do this, we share information with the doctors, clinics, and others who bill us for services. We may send bills sent to us to other health plans or groups that are responsible for payment.

For health care operations: We may use your health care records to check the quality of the health care services you receive. We may also use them in audits, fraud and abuse programs, planning, and managing Connect to Care.

At your request: We may share your information when requested by you. We may require this request in writing.

OTHER USES FOR YOUR HEALTH INFORMATION

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public

good, such as public health or research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

<https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Some examples of the situations where we may share your information are provided below:

- We may send other information or notices to you about your health services.
- We may be forced to give out your health information when ordered by the court, or if we receive a subpoena.
- You or your doctor, clinic, etc. may appeal Connect to Care decisions made about bills for services for you. Your health information may be used to make decisions about an appeal.
- We may share health information about you for certain public health purposes, such as preventing disease, helping with product recalls, reporting adverse reactions to medications, or reporting suspected abuse, neglect or domestic violence.
- We may share your information for health research.
- We will share information about you if state or federal laws require it.
- We may share health information about you with organ procurement organizations, or with a coroner, medical examiner or funeral director when an individual dies.
- We may share health information about you for workers' compensation claims, with health oversight agencies for activities authorized by law, or for special government functions, such as national security.

We will never use your genetic information to make decisions about your eligibility for coverage or the cost of coverage, and we will never use your personal information for marketing or sell your personal information.

Special legal requirements also apply to the use and/or disclosure of certain types of information such as HIV test results, treatment or services for alcohol and drug abuse, and mental health services. For these types of sensitive information the law may limit our disclosure of your information.

*******IMPORTANT*******

CONNECT TO CARE DOES NOT HAVE COMPLETE COPIES OF YOUR MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE YOUR MEDICAL RECORDS, PLEASE CONTACT YOUR DOCTOR, OR

WHEN IS WRITTEN PERMISSION NEEDED

If Connect to Care wants to use your personal information for any reason not covered above or by the laws that apply to us, we will need to get written permission from you. If you give us written permission to use or share your information for other reasons, you may take back your permission in writing at any time.

WHAT ARE MY PRIVACY RIGHTS?

You have the right to:

- Ask us not to use or share your personal Connect to Care information for treatment, payment, or Connect to Care operations. We may not be able to agree to your request.
- Ask Connect to Care to contact you only in a certain way, such as in writing or at a different address, post office box, or telephone number. We will accept reasonable requests and, we must agree when necessary to protect your safety.
- See and get a copy of information that Connect to Care has about you. Someone who has the legal right to act for you (your personal representative) may also look at and get a copy of this information for you. Connect to Care has information about your eligibility, information about your health care bills, and some medical information, which we use to approve services for you or manage your health care. You will be sent a form to fill out and will be charged a fee for the costs of copying and mailing records. We may keep you from seeing parts of your records for reasons allowed by law.
- Change records if you believe some information we have about you is wrong. We may deny your request if the information is not made or kept by Connect to Care, or if it is already correct and complete. You may ask for a review of our refusal or send in a letter disagreeing with our decision. This letter will be kept with your Connect to Care records.
- Ask for a list of whom we shared information with, when, for what reasons, and what information was shared for reasons other than your care, payment, or Connect to Care operations.
- Notification following a breach involving your health information.
- Receive a paper copy of this Notice of Privacy Practices. You can also find this Notice on our websites at: www.myconnecttocare.org and www.miconexionalasalud.org.

HOW TO CONTACT US FOR MORE INFORMATION

If you want to use any of the privacy rights explained in this Notice, have questions or want further information, please contact the Privacy Officer at the following address and phone number:

Privacy Officer
Connect to Care Program
1545 River Park Drive, Suite # 435
Sacramento, CA 95815
(916) 649-2631

To get a copy of this notice in other languages, Braille, large print, audiocassette, or computer disk, please call or write the Privacy Officer at the phone number and address provided.

COMPLAINTS

If you think that your privacy rights have been violated and wish to complain, you may file a complaint by calling or writing either of the following:

Privacy Officer
Connect to Care Program
1545 River Park Drive, Suite # 435
Sacramento, CA 95815
(916) 649-2631

or

Office for Civil Rights/Region IX (California)
U.S. Department of Health and Human Services
ATTN: Regional Manager
90 7th Street, Suite 4-100
San Francisco, CA 94103

Phone (800) 368-1019; FAX (202) 619-3818

NO RETALIATION

Connect to Care cannot take away your health care benefits or retaliate in any way if you file a complaint or use any of the privacy rights in this Notice.

CHANGES TO NOTICE OF PRIVACY PRACTICES

Connect to Care must obey the rules of this Notice. We have the right to change our privacy rules and use them with all Connect to Care records. If we do make substantive changes, we will send a new Notice.