



CentraCare Notice of Privacy Practices

This Notice tells you how Health Information about you may be used and disclosed, and how you can get access to your health information.

Please Review this Carefully

A. Our Commitment to your Privacy.

By law, we are required to keep your health information confidential and private. We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. If you change your mind, you will need to let us know in writing.

We also are required to provide you this notice of our legal duties and privacy practices relating to your health information. CentraCare is required to follow the terms of the notice that are in effect now. This notice applies to our use and sharing of your health information.

CentraCare must provide you with the following information:

- How we may use and disclose you health information
- Your privacy rights regarding your health information
- Our obligations concerning the use and disclosure of your health information.
- Prompt notice of a breach of your health information that may compromise the privacy or security of your information.

The terms of this notice apply to all records containing your health information created or retained at CentraCare. CentraCare will post a copy of our Privacy Notice in the PACE Center in a location visible at all times, and you may request a copy of this notice at any time.

B. CentraCare may use and share your Health Information in the following ways:

- 1. For Treatment.** We may use and share your health information so we can provide you with care and services and coordinate your care. We may share information with other caregivers involved in your care. Your health information may be used by any person involved in your care. For example, members of the health care team (which includes your primary care doctor, nurses, social workers, physical and occupational therapists, and other caregivers) will talk about your plan of care and talk to any specialists about care given to you.
- 2. For Payment.** We may use and share your health information for billing and payment purposes. We may share your health information with a person who represents you, with Medicare, Medicaid or the state agency in charge of CentraCare. For example, we may share health information with Medicare or the state agency in order to see if you continue to be eligible for CentraCare services. We may also use and disclose your health information in order to pay providers that provide you care through CentraCare's program.
- 3. For Health Care Operations.** We may use and share your health information as needed for health care operations such as management of CentraCare operations, staff evaluation, training, and to evaluate quality of care. We may use and share your health information as needed in order to participate in state and federal health program oversight activities.
- 4. Treatment Alternatives and Health-Related Benefits and Services.** We may use or share your health information to tell you about different treatments, health-related benefits and/or services.
- 5. Individuals Involved in Your Care or Payment for Your Care.** Unless you object, we may share health information about you with a family member, close personal friend, or other designated person who is helping with your care.
- 6. Disclosures Required by Law.** We may use or share your health information when required by state and/or federal law.

C. **Special Circumstances in Which CentraCare may Use and Disclose 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 and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see the following website and information below: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

1. **Public Health Activities.** We may share your health information to public health agencies for reasons including the prevention or control of disease, injury, or disability and/or to report elderly abuse or neglect.
2. **Law Enforcement.** We may share your health information for certain law enforcement reasons, including: to obey the reporting rules; to obey a court order, warrant, or similar legal process; or to answer certain requests for information about crimes.
3. **Serious Threat to Health or Safety.** CentraCare will share health information if it is needed to stop a serious threat to your health or safety or the health or safety of the public or another person. We will give only the amount of information needed to someone who can help prevent the serious threat.
4. **Reporting Victims of Abuse, Neglect, or Domestic Violence.** If we think that you have been a victim of abuse, neglect, or domestic violence, we may use and share your health information to tell a government agency if allowed by law.
5. **Emergencies.** We may use or share your health information as needed in emergency treatment situations.
6. **Coroners, Medical Examiners, Funeral Directors, Organ Procurement Organizations.** We may share your health information with a coroner, medical examiner, funeral director or, if you are an organ donor, with a company that helps with the procurement of donated organs and tissue.
7. **Research.** We may use or share your health information for research reasons in certain limited situations.

8. Fundraising Activities. We may use certain limited information to contact you in an effort to raise money for CentraCare.

D. Special rules regarding sharing of Psychiatric, Substance Abuse, and HIV-related Information.

Laws in Michigan may have more rules to keep information about mental health, drug or alcohol abuse treatment, and HIV private. CentraCare will obey any Michigan law that may have additional rules for keeping information about mental health, drug and alcohol abuse treatment, and HIV private.

We will not use or disclose your information for marketing purposes, sell your health information, or disclose psychotherapy notes without your written permission.

E. Your Rights Regarding Privacy. Each of these rights has rules, limits, and exceptions. In order to use these rights you may have to ask CentraCare in writing. When you ask CentraCare, we will provide you with the form to complete or procedure to follow.

- 1. Request Confidential Communications.** You have the right to ask us to communicate with you about your health matters in confidence and in a specific way (for example, home or office phone) or to send your mail to a different address. We will agree to your request if it is reasonable.
- 2. Request Restrictions.** You have the right to:
 - a. Request limits or restrictions on how CentraCare uses or shares your health information for treatment, payment, or health care operations.
 - b. Request limits or restrictions on the health information we share about you with a family member, friend, or other person who helps with your care or the payment for your care.

We are not required to agree to your request, and may say “no” if restricting the use or disclosure of your information would affect your care.

- 3. Access to Personal Health Information.** You have the right to review or obtain a copy of your medical or billing records or other written information that may be used to make decisions about your care, with some exceptions. You must make your request in writing.

We will provide a copy or a summary of your medical or billing records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

- 4. Request Amendment or Correction.** You have the right to ask us to correct your medical or billing records if you think they are incorrect or incomplete. You must ask in writing and must include the reason for your request.

We may not agree to your requested amendment or correction if the information:

- a. Was not created by CentraCare, unless the person who first created the information is no longer able to make the change that you are asking for;
- b. Is not part of the health information held by or for CentraCare;
- c. Is not part of the information to which you have a right of access; or
- d. Is determined to be complete and correct.

We may say “no” to your request; however, we will tell you why in writing within 60 days.

- 5. Request A Copy of This Notice.** You have the right to request a paper copy of this Notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly. You may also view a copy of this Notice on our website at www.mycentracare.com.
- 6. Obtain A List of Those With Whom We Have Shared Information.** You may request a list (accounting) of the times we have shared your health information for six years prior to the date of your request, who we shared your information with, and why. We will provide you an accounting of all the disclosures we make except for those made for the purposes of treatment, payment, and health care operations, and those disclosures you request that we make. We will provide you one accounting of disclosures each year for free but will charge a reasonable, cost-based fee if you ask for more than one within 12 months.
- 7. Choose Someone to Act for You.** If you have appointed someone to act as your durable power of attorney for healthcare or if

someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has the appropriate authority to act for you before we take any action.

F. For More Information or to File a Complaint

If you have any questions about this Notice, would like more information about your privacy rights, or if you think your privacy rights have been violated, please contact the **CentraCare Privacy Officer at:**

CentraCare, Privacy Officer

200 W. Michigan Avenue

Battle Creek, MI, 49017

(269) 441-9300

Toll Free: (877) 233-4357

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil rights by sending a letter to

Office for Civil Rights

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Washington D.C. 20201

Or by calling:

1-877-696-6775

Or by visiting:

www.hhs.gov/ocr/privacy/hipaa/complaints/

Changes to this Notice

We can change the terms of this Notice and the changes will apply to all information we have about you. The new Notice will be made available upon request or on our web site at www.mycentracare.com.



By Signing below, I acknowledge that I understand CentraCare's privacy practices and that I have received a copy of this Notice of Privacy Practices.

Signature of Participant

Date

Name of Participant

Signature of Guardian/DPOA

Date

Name of Guardian/DPOA

Signature of Witness

Date

Name of Witness

Revised: 10/30/2013