

PRIVACY RIGHTS

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

Attached you will find a copy of the Coordinating Council for Independent Living's (CCIL) Notice of Privacy. This document acknowledges the roles and responsibilities of CCIL in handling your person health information. The standards and rules for this document have been established in the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law 104-191, which was enacted to protect individuals' medical records and other personal health information.

COORDINATING COUNCIL FOR INDEPENDENT LIVING

PRIVACY NOTICE

Notice of Health Information Practices

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Coordinating Council for Independent Living (CCIL) collects the following types of information in order to provide benefits:

- Information that you provide to CCIL to become eligible for services, including personal information such as your address, telephone number, date of birth, income, assets, and Social Security number.
- Health-related information received from any of your physicians or other healthcare providers.
- Information regarding your health status, including diagnosis and claims payment information.
- Case or medical management.
- Other information about you that is necessary for us to provide you with services.

Understanding Your Health Record/Information

Each time that your CCIL case manager/nurse visits your home or provides management services on your behalf, an entry is logged in your case record. This information, often referred to as your client record or chart, serves as a:

- Basis for planning your care and treatment.
- Means of communication among the many health professionals who contribute to your care.
- Legal document describing the care you received.
- Means by which you or a third-party payer can verify that services billed were actually provided.
- Tool in educating health professionals.
- Source of information for public health officials charged with improving the health of the nation.
- Source of data for facility planning and marketing.

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Understanding what is in your record and how your health information is used helps you to:

- Ensure its accuracy.
- Better understand who, what, when, where, and why others may access your health information.
- Make more informed decisions when authorizing disclosure to others.

Your Health Information Rights

Although your health record is the physical property of CCIL, the facility that compiled it, the information belongs to you. You have the right to:

- Request a restriction on otherwise permitted uses and disclosures of your information for treatment.
- Obtain a paper copy of this notice of information practices upon request, even if you agreed to receive the notice electronically.
- Inspect and obtain a copy of your records by making a written request to CCIL's Privacy Officer.
- Amend your record by making a written request to CCIL's Privacy Officer that includes a reason to support the request.
- Obtain an accounting of disclosures of your health information made during the previous seven years by making a written request to CCIL's Privacy Officer.
- Request communications of your health information by alternative means or at alternative locations.
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

CCIL Responsibilities

CCIL is required to:

- Maintain the privacy of your health information.
- Provide you with this notice as to CCIL's legal duties and privacy practices with respect to information that is collected and maintained about you.
- Abide by the terms of this notice.
- Notify you if CCIL is unable to agree to a requested restriction.
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

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CCIL will restrict access to personal information about you only to those individuals who need to know that information to manage your care. CCIL will maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information. Under the privacy standards, individuals with access to plan information are required to:

- Safeguard and secure the confidential personal financial information and health information as required by law. CCIL will only use or disclose your confidential health information without your authorization for purposes of treatment, payment, or healthcare operations.
- Limit the collection, disclosure, and use of participant's healthcare information to the minimum necessary to provide services.
- Permit only trained, authorized individuals to have access to confidential information.

Individuals who violate this policy will be subject to the company's established disciplinary process.

Some examples of other entities CCIL may share your health information may include:

Communication-Designated Family: Under the policy and procedures, CCIL may disclose to a family member, guardian, or any other person you identify, health information relevant to that person's involvement in obtaining services.

Notification: CCIL may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your general condition or service plan.

Business Associates: There are some services provided to CCIL and our clients through business associate agreements. Examples may include direct care workers or others who provide services to you. When these services are contracted, it may be necessary to disclose your health information to our business associates in order for them to perform the job we have outlined on your service plan. To protect employees' health information, however, the company will require the business associate to appropriately safeguard this information.

Workers' Compensation: CCIL may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs established by law.

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Law Enforcement. Choice Care At Home may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Sale of Business. If Choice Care At Home's business is being sold, then medical information may be disclosed. Choice Care At Home reserves the right to change its practices and to make the new provisions effective for all protected health information it maintains. Should the company's information practices change, it will mail a revised notice to the address supplied by each client.

Choice Care at Home will not use or disclose client's health information without their authorization, except as described in this notice.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact Tracey Duque, Privacy Officer at 304-291-9066 or 1-800-834-4070. If you believe your privacy rights have been violated, you can file a complaint with our Privacy Officer or with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint. Choice Care at Home reserves the right to change the terms of this notice and to make the new notice provisions effective for all protected health information that it maintains. Any new notice will be sent to you by first class mail or electronically if you so agree.

Original Effective Date: April 14, 2003

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 5/28/2024
Sharon Hayes Date
CEO

 5/28/2024
Tracey Duque Date
Privacy Officer