MULBERRY STREET MANAGEMENT SERVICES, INC.

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.

Mulberry Street Management Services (MSMS) collects the following types of information in order to provide benefits:

- Information that you provide to MSMS 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 MSMS case manager/nurse visits your home or provides 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.

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 MSMS, 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 MSMS' Privacy Officer.
- Amend your record by making a written request to the 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 MSMS' 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.

MSMS' Responsibilities

MSMS is required to:

- Maintain the privacy of your health information.
- Provide you with this notice as to MSMS' 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 MSMS 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.

MSMS will restrict access to personal information about you only to those individuals who need to know that information to manage your care. MSMS 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. MSMS 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 MSMS may share your health information may include:

Communication-Designated Family. Under the policy and procedures, MSMS 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. MSMS 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 Associate. There are some services provided to MSMS and our clients through business associate agreements. Examples 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. MSMS 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.

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

Sale of Business. If MSMS' business is being sold, then medical information may be disclosed. MSMS 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.

MSMS 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. 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. MSMS 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.

Revision Effective: September 9, 2026

Sharon Hayes 9/9/26
Sharon Hayes Date
CEO

Tracey Duque 9/9/26
Tracey Duque Date
Privacy Officer

09/09/26/tg