

NOTICE OF PRIVACY PRACTICES

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.

We use health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of ReliaCare. Protected health information: is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

OBLIGATIONS OF RELIACARE

ReliaCare is required by law to:

- maintain the privacy of protected health information;
- provide you with this notice of its legal duties and privacy practices with respect to your health information;
- abide by the terms of this notice;
- notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and

We reserve the right to change information practices and to make the new provisions effective for all protected health information it maintains. Revised notices will be made available to you by upon request.

USES OF HEALTH INFORMATION

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party that has already obtained your permission to have access to your protected health information. For example, we would disclose your protected health information, as necessary, to a physician that provides care to you.

For Payment: We may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payor, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.

Healthcare Operations: We may use or disclose, as-needed, your protected health information in order to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment activities, employee review activities, training of new employees, licensing, marketing and fundraising activities, and conducting or arranging for other business activities.

Required by law: We may use and disclose information about you as required by law. For example, ReliaCare may disclose information for the following purposes:

- for judicial and administrative proceedings pursuant to legal authority;
- to report information related to victims of abuse, neglect or domestic violence; and
- to assist law enforcement officials in their law enforcement duties;

Public Health: Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

Communicable Diseases: We may disclose your protected health information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Emergencies: We may use of disclose your protected health information in an emergency treatment situation.

Decedents: Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

Government Functions: Your health information may be disclosed for specialized government functions such as protection of public officials or reporting to various branches of the armed services, or to the FDA to report adverse events.

Research: ReliaCare may use your health information for research purposes when an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research.

Workers' Compensation: Your health information may be used or disclosed in order to comply with laws and regulations related to Workers' Compensation.

Required Uses and Disclosures: Under the law, we must make disclosures to you if and when required by the Secretary of the Department of Health and Human Resources to investigate or determine our compliance with the requirements of section 164.500 et. Seq.

YOUR HEALTH INFORMATION RIGHTS

You have the right to:

- request a restriction on certain uses and disclosures or your information as provided by 45 C.F.R. §164.522; however, ReliaCare is not required is not required to agree to a requested restriction;
- obtain a paper copy of the notice of information practices upon request;
- inspect and obtain a copy of your health record as provided for in 45 C.F.R. §164.524;
- request that your health record be amended as provided in 45 C.F.R §164.526;
- request communications of your health information by alternative means or at alternative locations; and
- receive an accounting of disclosures made of your health information as provided by 45 C.F.R. §164.528.

COMPLAINTS

You may complain to us or the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our privacy contact of your complaint. We will not retaliate against you for filing a complaint.

CONTACT INFORMATION

If you have any questions or complaints, please contact:

Amy Cesar-Yearta
1250 Cleaver Road
Caro, MI 48723
989-672-2200

Client Signature

Date