



ARTHUR CENTER COMMUNITY HEALTH

Notice of Privacy Rights

This notice describes how East Central Missouri Behavioral Health Services, Inc. (Arthur Center Community Health), may use and disclose your medical information and how you can access that information. **Please review this notice carefully.**

A. Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you:

- You can ask to see or get a copy of your health and claims records and other health information we have about you. We will provide a copy or summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. If we deny this request, we will provide you with a written explanation as to why the request was denied within 60 days.
- You can ask us to contact you in a specific manner or to send mail to a specific address. We will consider all reasonable requests, and we must comply if you tell us you would be in danger if we do not.
- You can ask us not to use or share certain health information for treatment, payment, or operations. We are not required to agree to your request if it would negatively affect your care.
- You can ask for a list of the times we've shared your health information for six years prior to the date you asked, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations. We will also exclude any disclosures that you ask us to make. We will provide one list per year for free. If you would like more than one list within that same year, we will charge a reasonable, cost-based fee.
- You can ask for a paper copy of this notice at any time, even if you have already agreed to receive it electronically. We will provide you with a paper copy immediately.
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your

health information. We will verify that the person has this authority before we take any action.

*If you feel your rights have been violated you can file a complaint with our Compliance Officer, Mitchell Terry, by calling him at (573) 581-1196 or emailing him at mterry@arthurcenter.com. You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 calling **1-877-696-6775**, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.*

B. Your Choices

For certain types of health information, we have a choice about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In the following instances, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care.
- Share information in a disaster relief situation.
- Contact you about fundraising efforts.

In the following instances, we will *never* share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

If you are not able to tell us your preferences, for example because you are unconscious, we will share your information if we believe it is consistent with your best interests. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

C. Our Uses and Disclosures

Typically, we use and share your information in the following ways:

- We use your information and share it with the professionals who are treating you.
- We use and disclose your information when necessary to run our organization and contact you.
- We can use and disclose your health information as we pay for your health services.

- We may disclose your health information to your health plan sponsor for plan administration.

We are also allowed or required to share your information in other ways — usually in ways that contribute to the public good, such as public health research. There are a number of conditions that need to be satisfied before we can share your information for these purposes:

- Help with public health and safety issues such as preventing disease; helping with product recalls; reporting adverse reactions to medications; reporting suspected abuse, neglect, or domestic violence; and preventing or reducing a serious threat to anyone’s health or safety.
- Do health research.
- Comply with state and federal laws or comply with requests from the Department of Health and Human Services.
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director.
- Address workers’ compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

Arthur Center Community Health will never sell or market your personal health information. We are here to serve you and our community!

There are certain types of protected health information that we will never share without your written permission. These protected types include substance use disorder information, genetic testing, and mental health therapy notes.

*Arthur Center Community Health participates in the Midwest Health Connection, a Health Information Exchange that allows us to exchange information quickly with other health care providers to quickly and efficiently improve your quality of care. **If you do not want us to share your information between health care providers, you must complete an opt-out form available at our front desks.** If you change your mind, you may participate at a later date by completing a Revocation of Opt-Out Form. The revocation must be notarized to assure that your rights are protected.*

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

D. Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

- We must follow the duties and privacy practices described in this notice and provide you with a copy of it.
- We will not use or share your information other than as described here unless you have given us written permission to do so. Once you have provided written permission, you may rescind that permission at any time by letting us know in writing that you have changed your mind.

For more information about your privacy rights, please visit:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Arthur Center Community Health is a part of the following Organized Health Care Arrangements: Missouri Primary Care Association, Missouri Behavioral Health Council, and the Missouri Department of Mental Health. We participate in these organized health care arrangements and share quality information in an effort to provide you with the highest quality of care. We are contracted as an administrative agent of the Missouri Department of Mental Health and share both quality and payment information with this state department.

If you have any questions or concerns, please contact Mitchell Terry, Arthur Center Community Health's Compliance Officer. If you believe your privacy rights have been violated, please contact Mitchell at (573) 581-1196 or email him at mterry@arthurcenter.com