



## HIPAA Notice of Privacy Practices

The original effective date of this notice was April 14, 2003. This notice was most recently revised in June 2022.

### **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.**

Information about your health is private. The law says we must keep this kind of information, called Protected Health Information (“PHI”), safe for our members. Whether you are a member right now or were in the past, we keep your information safe.

After you become eligible and sign up for our health plan, we get your information from different state agencies and use it for Medicaid and the Children’s Health Insurance Program (CHIP) services. We also get your information from your doctors, clinics, labs, and hospitals so we can pay for your healthcare.

Federal law requires us to tell you what we do to protect PHI that’s shared with us verbally, in writing or saved on a computer. To protect PHI:

- Written on paper, we:
  - Lock our offices and files.
  - Destroy papers with health information so others can’t get it.
- Saved on a computer, we:
  - Use passwords so only certain people can access it.
  - Use special programs to watch our systems.
- Used or shared by people who work for us, doctors, or the state, we:
  - Make rules (called policies and procedures) for keeping information safe.
  - Require everyone who works with us to follow our policies and procedures

### **When is it OK for us to use and share your PHI?**

We can share your PHI with a family member, friend, or other trusted person if you give us permission . Sometimes, we can use and share it **without** your OK, as listed below:

- **For your medical care**
  - To help doctors, hospitals, and others get you the care you need
- **For payment, healthcare operations, and treatment**
  - To share information with the doctors, clinics, and others who bill us for your care
  - When we say we’ll pay for healthcare or services before you get them
  - To find ways to make our programs better, and to help you get available benefits and services.
  - We may get your PHI from publicly available sources. An example of this could be a telephone directory. We may give your PHI without your OK to health information exchanges (groups of healthcare providers and organizations that share information on

[anthem.com/oh/medicaid](https://www.anthem.com/oh/medicaid)

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance company, an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

1031957OHMENABS 09/22

patients they all care for). We would only share this information for payment, healthcare operations, and treatment. If you don't want us to do this, please visit [anthem.com/oh/medicaid/privacy](https://www.anthem.com/oh/medicaid/privacy) for more information.

- **For healthcare business reasons**
  - To help with audits, fraud and abuse prevention programs, planning, and everyday work
  - To find ways to make our programs better
- **For public health reasons**
  - To help public health officials keep people from getting sick or hurt
- **With others who help with your care or who help you with paying for your care**
  - With a family member or other person you choose who helps with or pays for your healthcare, if you tell us, it's OK. You can get assistance in giving us your permission by calling Member Services at the number on the back of your member ID card.
  - With someone who helps with or pays for your healthcare, if you can't speak for yourself and if it's best for you

We must get your OK in writing before we use or share your PHI in most cases, except for the situations we discuss in this notice. We have to get your written OK before we share psychotherapy notes from your doctor about you, sell your PHI, or share your PHI for marketing purposes. If you change your mind and take back your OK, we will stop sharing your PHI. But it will not affect any PHI that we have already shared.

#### **Other ways we may use your PHI:**

- To help the police and other law enforcement officers
- To report abuse and neglect
- To answer legal documents, like court orders and search warrants
- To give information to health oversight agencies for things like audits or exams
- To help coroners, medical examiners, or funeral directors identify you
- When you donate your body to science
- For research
- To keep you or others from getting sick or badly hurt
- To help people who work for the government with certain jobs, such as helping veterans or conducting background checks
- To give information to workers' compensation if you get sick or hurt at work

#### **What are your rights?**

- You can ask for a copy of your PHI. We will have 30 days to send it to you. If we find that we need more time, we have to let you know. We can have an extra 30 days to send it to you, if we tell you we need more time. We don't have your whole medical record, though. **If you want a copy of your whole medical record, ask your doctor or health clinic.**
- You can ask us to change the medical record we have for you if you think something is wrong or missing. We will have 60 days to work on your request and let you know what we have done. If we find that we need more time, we have to let you know. We can have an extra 30 days to respond to your request.
- You can ask us not to share your PHI, and we will carefully consider your request. But if we need to share your PHI in order to provide services to you, or to meet our legal requirements, we may share your PHI even if you have asked us not to.

- You can ask us to send PHI to a different address than the one we have for you, or by a different method. We can do this if sending it to the address we have for you may put you in danger.
- You can request all the times over the past six years we've shared your PHI with someone else. This won't list the times we've shared it because of healthcare, payment, everyday healthcare business, or certain other reasons not listed here. We will have 60 days to send it to you. If we need more time, we have to let you know. We can have an extra 30 days to send you the list, if we tell you that we need more time.
- You can ask for a paper copy of this notice at any time.
- If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us.

### **What do we have to do?**

- The law says we must keep your PHI private, except in certain instances mentioned above.
- We must tell you how we are legally required to protect your information.
- We must follow the policies and procedures we describe in this notice.
- We must send your PHI to some other address, or in a way other than regular mail if you ask, like if you're in danger.
- We must tell you if we have to share your PHI after you've asked us not to.
- We must comply with all state laws.
- We must let you know if we think your PHI has been breached.

### **Contacting you**

We, along with our affiliates and/or vendors, may call or text you using an automatic telephone dialing system and/or an artificial voice. We only do this in line with the Telephone Consumer Protection Act (TCPA). The calls may be to let you know about treatment options or other health-related benefits and services. If you do not want to be reached by phone, just let the caller know, and we won't contact you in this way anymore. Or you may call **844-203-3796** to add your phone number to our Do Not Call list.

### **What if you have questions?**

If you have questions about our privacy rules or want to use your rights, please call Member Services at **844-912-0938**, Monday through Friday, 7 a.m. to 8 p.m. Eastern time. If you're deaf or hard of hearing, call **TTY 711**.

### **To see more information**

To read more information about how we collect and use your information, your privacy rights, and details about other state and federal privacy laws, please visit our Privacy webpage at **[anthem.com/oh/medicaid/privacy](http://anthem.com/oh/medicaid/privacy)**.

### **What if you have a complaint?**

We're here to help. If you feel your PHI hasn't been kept safe, you may call Member Services or contact the Department of Health and Human Services. Nothing bad will happen to you if you complain.

**Write to or call the Department of Health and Human Services:**

Office for Civil Rights  
U.S. Department of Health and Human Services  
1001 Lakeside Ave E  
Cleveland, OH 44114  
Phone: **216-615-4000**

We reserve the right to change this Health Insurance Portability and Accountability Act (HIPAA) notice and the ways we keep your PHI safe. If that happens, we'll tell you about the changes in a newsletter. We'll also post them on the web at [anthem.com/oh/medicaid](http://anthem.com/oh/medicaid).

**Race, ethnicity, language, sexual orientation, and gender identity**

We may get race, ethnicity, language, sexual orientation, and gender identity information about you from the state Medicaid agency and the Children's Health Insurance Program. We protect this information as described in this notice.

We use this information to:

- Make sure you get the care you need.
- Create programs to improve health outcomes.
- Create and send health education information.
- Let doctors know about your language needs.
- Provide interpretation and translation services.

We do **not** use this information to:

- Issue health insurance.
- Decide how much to charge for services.
- Determine benefits.
- Share with unapproved users.

**Your personal information**

We may ask for, use, and share personal information (PI) as we talked about in this notice. Sometimes PI is connected with your health information, but sometimes it is not. Your PI is not public and tells us who you are. It's often taken for insurance reasons. PI can include things like website usernames and passwords that you use, bank account numbers, education and job history, etc.

- We may use your PI to make decisions about your:
  - Health
  - Habits
  - Hobbies
- We may get PI about you from other people or groups like:
  - Doctors
  - Hospitals
  - Other insurance companies
- We may share PI with people or groups outside of our company without your OK in some cases.
- Sometimes we can share your PI without your OK, but we have to let you know about it and

give you a chance to say no. This might be when a friend or family member tells us that they need information from us in order to help you with your care.

- We'll tell you how to let us know if you don't want us to use or share your PI.
- You have the right to see and change your PI.
- We make sure your PI is kept safe.

This information is available for free in other languages. Please contact Member Services at **844-912-0938 (TTY 711)**, Monday through Friday, 7 a.m. to 8 p.m. Eastern time.

Revised June 2022