



Confidentiality and HIPAA Notice of Privacy Practices

My Care Alabama Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed. It also tells you how you can get access to this information. Please review it carefully.

My Care promises to keep your information private

Your health information is personal. However, there are times when My Care must share information with others to help you get the healthcare you need. When this must be done, My Care promises to follow the law so that your information is kept private. This notice tells you how My Care uses and shares information about you and what your rights are under the law. It tells the rules My Care must follow when using or sharing your information.

Protected Health Information (PHI)

The state passed an act in 1996 to protect your health information. The act is called the Health Insurance Portability and Accountability Act (HIPAA). HIPAA is intended to help people keep their information private. We want to make sure that your Personal Health Information (PHI) is protected. We only use information when we need to in order to provide you with care.

Understanding what information may be shared

There are many good reasons for your information to be shared. If you apply for Medicaid through another agency (such as the Department of Human Resources or the Social Security Administration), that agency must send information about you to Medicaid. Information that may be sent to us includes your name, address, birth date, phone number, Social Security number, health insurance policies and health information. When your healthcare providers send claims to Medicaid for payment, the claims must include your diagnosis and the medical treatments you received. In order for My Care to pay for some medical treatments, your healthcare providers must also send extra medical information such as doctor's statements, x-rays, or lab test results.

How My Care uses and shares healthcare information

My Care contracts with others outside of the agency for some services. For example, My Care contracts with a company to assist with medication reconciliation. My Care may need to share some or all of your information with that company so that we can provide the best care coordination for you.

When this is done, My Care requires that company to follow the law and keep all of your information safe.

My Care will not use or share genetic information about you when deciding if you are eligible for Medicaid.

My Care will not use your information to sell products to you, or sell your information to a company that will try to get you to buy products or services.



Here are the ways My Care uses and shares your health information. For each category, we will say what we mean and give an example.

For Medical Treatment: My Care may use or share information about you to make sure that you get needed medical treatment or services. For example, your Primary Medical Provider may receive information about you from My Care.

To Run the My Care Program: My Care may use or share information about you to run the My Care program. For example, My Care may contract with a company that looks at hospital records to check on the quality of care given to you and the outcome of your care.

To Other Government Agencies That Provide Benefits or Services to You: My Care may share information about you to other government agencies that are giving you benefits or services. For example, My Care may give the state Department of Public Health information so you can qualify for benefits or services.

To Keep You Informed: My Care may use your information to send you materials to help you live a healthy life. For example, My Care may send you a brochure about an illness or condition you have or about your managed care choices.

To Check On Healthcare Providers: My Care may share information about you to the government agencies that license and inspect medical facilities. An example is the Alabama Department of Public Health that inspects nursing homes.

For Research: My Care may share information about you for a research project. A review board must approve any research project and its rules to make sure your information is kept private.

As Required by Law: When requested, My Care will share information about you with the U.S. Department of Health and Human Services.

Your Health Information

You have the following rights about the health information that My Care has about you:

- You have the right to see and get a copy of your health information with certain exceptions.
- You have the right to ask My Care to change health information that is incorrect or incomplete. Medicaid may deny your request in some cases.
- You have the right to ask what items and who My Care has shared your health information with during the past six years before the date you ask us for the information.
- You have the right to ask that certain uses or disclosures of your health information be restricted. Medicaid is not legally required to agree with your request, but will agree if possible.
- You have the right to ask that My Care talk with you about your health in a way or at a place that will help you keep your health information private.
- You have the right to be told if your health information is used or shared in a way that the law does not allow.
- You have the right to get a copy of this notice. You may ask My Care to give you a copy, or print one from My Care's website, www.mycarealabama.org.



Medicaid's Requirements

My Care is required by law to:

- keep your information private
- give you this notice that tells the rules My Care must follow when using or sharing your information with others
- follow the terms of this notice
- Except for the reasons given in this notice, My Care may not use or share any information about you unless you agree in writing. For example, My Care will not use or share notes made by a mental health provider that are separate from your medical record unless you give permission in writing. You may take away your permission at any time, in writing, except for the information that My Care disclosed before you stopped your permission. If you cannot give your permission due to an emergency, My Care may release the information if it is in your best interest. My Care must notify you as soon as possible after releasing the information.

In the future, My Care may change its privacy practices and may apply those changes to all health information we have. Should My Care's privacy practices change, My Care will mail a new notice to you within 60 days. My Care will also post the new notice on its website, www.mycarealabama.org.

To Report a Problem

If you believe your privacy rights have been violated, you may:

- file a complaint with My Care Alabama by calling toll-free at 1-877-988-9823 or call Telecommunication for the Deaf at 1-800-253-0799 or by writing to the Office of General Counsel, Alabama Medicaid Agency, P.O. Box 5624, Montgomery, AL 36103-5624.
- file a complaint with the Secretary of Health and Human Services by writing to: Region IV, Office for Civil Rights, U.S. Department of Health and Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth Street SW, Atlanta GA 30303-8909. You may also call or fax a complaint. Call: 1-404-562-7886 or FAX: 1-404-562-7881 or Telecommunications for the Deaf: 1-404-331-2867.