

HIPAA PRIVACY RIGHTS & PRACTICES

WHAT ARE YOUR RIGHTS?

- ◆ To see and get a copy of your record (with some exceptions).
- ◆ To appeal if we decide not to let you see all or some parts of your record.
- ◆ To ask for the record to be changed if you believe you see a mistake or something that is not complete.
 - You must make this request in writing. We may deny your request if:
 - We did not create the entry that is wrong;
 - or the information is not part of the file we keep;
 - or the information is not part of the file that we would let you see;
 - or we believe that the record is accurate and complete.
- ◆ To know to whom we have sent information about you for up to the last six years. The first request in a 12 month period is free. We may charge you for additional requests.
- ◆ To limit how we use or disclose information about you. For example – not to release information to your spouse or a particular provider agency. This must be made in writing, and we are not required to agree to the request.
- ◆ To ask that we communicate with you about medical matters in a certain way or at a certain location. This must be made in writing.
- ◆ To tell us (authorize) other releases of your personal information not described above. You may change your mind and remove the authorization at any time (in writing).
- ◆ To have a paper copy of the Notice of Privacy Practices.
- ◆ To file a complaint if you believe any of your rights have been violated. All complaints must be in writing. You will not be penalized if you file a complaint.
- ◆ If you wish to exercise any of these rights, or to file a complaint, you should contact the Privacy Officer of this facility.

HIPAA PRIVACY PRACTICES

We are required by law to follow the practices described in this document.

This document is a summary of our Privacy Practices, but does not replace the full version which has been made available to you. This notice applies to personal medical/health information that we have about you, and which is kept in or by this facility. We may obtain your consent for the use or disclosure of some information about you, and we are required to obtain your consent for some purposes. There are some situations in which we do not have to obtain your consent. Neither this document nor the full Notice of Privacy Practices covers every possible use or disclosure. If you have any questions, please contact the Privacy Officer for this facility.

WHO HAS ACCESS TO YOUR PERSONAL INFORMATION?

With your permission, medical/health information about you can be used to:

Plan your treatment and services.

This includes releasing information to qualified professionals who work at our facility and are involved in your care or treatment. It may also include provider agencies whom we pay to provide services for you. We will only release as little as possible for them to do their jobs.

Submit bills to your insurance, Medicaid, Medicare, or third party payers.

Obtain approval in advance from your insurance company.

Exchange information with Social Security, Employment Security, or Social Services.

Measure our quality of services.

Decide if we should offer more or fewer services to consumers.

WITHOUT YOUR PERMISSION, WE MAY USE YOUR PERSONAL INFORMATION:

To exchange information with other State agencies as required by law.

To treat you in an emergency.

To treat you when there is something that prevents us from communicating with you.

To send you appointment reminders.

To inform you about possible treatment options.

To agencies involved in disaster situations.

For certain types of research.

When there is a serious public health or safety threat to you or others.

WITHOUT YOUR PERMISSION, WE MAY USE YOUR PERSONAL INFORMATION:

As required by State, Federal, or local law. This includes investigations, audits, inspections, and licensure.

When ordered to do so by a court.

To communicate with law enforcement if you are a victim of a crime, involved in a crime at our facility, or you have threatened to commit a crime.

To communicate with coroners, medical examiners, and funeral homes when necessary for them to do their jobs.

To communicate with federal officials involved in security activities authorized by law.

To communicate with a correctional facility if you are an inmate.

HIPAA

Health Insurance Portability and Accountability Act

COLE COUNTY RESIDENTIAL SERVICES, INC.

Cole County Special Services Administrative Office
1908 Boggs Creek Road · Jefferson City, MO 65101-5580
(573) 634-4555 Voice/TDD ☐ FAX (573) 634-4352 ☐ e-mail: ccrsi@ccrsi.org

CCRSI respects individual choice by providing quality services and supports to people who have developmental disabilities.

Approved March 18, 2003

POLICY & PROCEDURES

- ◆ All consumers (or their legal guardian or parent, if a minor) will be provided access to the most current Notice of Privacy Practices, and that a good faith attempt will be made to have each consumer acknowledge the Notice of Privacy Practices as required in 45 CFR Section 164.520.
- Consumers have the right to request specific restrictions on the use or disclosure of PHI.
- Consumers have the right to access health information pertaining to them in a designated record set as set forth in 45 CFR Section 164.524.
- CCRSI will assure that its workforce recognize the importance of confidentiality provisions, and affirmatively acknowledge those guidelines. See 45 CFR Sections 160 and 164, et seq
- CCRSI will provide for the consumer's voluntary authorization for use or disclosure of his or her protected health information (PHI) as set out in 45 CFR Sections 164.508; 164.510; and 164.512.
- A consumer has the right to receive a written accounting of disclosures of their protected health information made by CCRSI in the six years prior to the date of which the accounting is requested. A consumer may request an accounting of a period of time less than six years. Beginning on April 14, 2003 a consumer is only entitled to request an accounting of disclosures from April 14, 2003 to the current date. After April 14, 2009 a consumer is entitled to request a full six years worth of disclosures.
- CCRSI will provide procedures for best practices for employees to utilize in the field when traveling outside CCRSI facilities. These procedures are to protect the privacy of Protected Health Information (PHI) of consumers in compliance with federal and state laws governing the use and disclosure of such PHI.

- CCRSI will train all members of its workforce on policies and procedures with respect to health information.
- CCRSI will identify those records maintained by or for the agency that meet the definition of designated record set covered by the HIPAA Privacy rule, specifically 45 CFR Section 164.501.
- CCRSI will maintain specific retention schedules for various types of individually identifiable health information in compliance with federal and state laws and professional practice standards.
- CCRSI will provide consumers with the means to file a complaint if they believe that their protected health information has been improperly used or disclosed. See 45 CFR Section 164.530(d)(1).
- CCRSI will provide instruction regarding the obligations related to the HIPAA requirement to use, disclose, or request only the minimum amount of protected health information (PHI) necessary to accomplish the intended purpose of the use, disclosure or request.
- CCRSI will secure the protected health information of consumers in compliance with federal law and federal regulations at 45 CFR 164(c)(1) and (2), and 42 CFR Part 2. CCRSI will assure that its workforce recognizes the importance of such security provisions, and affirmatively acknowledge those guidelines.
- CCRSI will secure electronic consumer protected health information in compliance with federal law and best information management practices and in accordance with 45 CFR 164.530 (c) (1) and (2), and 45 CFR Part 2.
- CCRSI will ensure that the records of individually identifiable protected health information are accurate and complete. CCRSI recognizes the rights of consumers to amend protected health information pertaining to them in a designated record set, if the consumer believes that information is incomplete or incorrect, as referenced in 45 CFR Section 164.526.
- Access to employee personnel files is limited to administration, personnel office, or direct supervisor, and to the employee.