



## **NOTICE OF PRIVACY PRACTICES**

If you need this document in another language, large print or on tape, please call Customer Service at 1-800-511-5010 (toll free).

If you are hearing impaired, call our TTY at 720-744-5126 or 1-888-803-4494.

Si necesita este document en español, letras grandes, o en un cassette, por favor llame a nuestro Servicios de los Miembros at 1-800-511-5010 (gratis).

Effective Date: August 3, 2011

### **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.**

Colorado Access values your privacy and understands that the health information you give to Colorado Access is confidential. Federal and state laws require Colorado Access to protect this health information, called “Protected Health Information” or “PHI.” PHI may include information such as your name, age, social security number, Colorado Access number, and why you are sick. Colorado Access is required by law to give you this Notice of Privacy Practices (“Notice”) describing how Colorado Access may use or disclose your PHI and your rights regarding the use of your PHI.

### **COLORADO ACCESS MAY USE OR SHARE YOUR PHI WITHOUT YOUR PERMISSION IN THE FOLLOWING WAYS:**

**For treatment** – Colorado Access may use or share your PHI with your doctor and others who give you health care. For example, Colorado Access may use or share your PHI so that medical treatment can be given to you.

**For payment** – Colorado Access may use and share your PHI to pay for the health care you received from a Colorado Access doctor. For example, your doctor will send Colorado Access your PHI so Colorado Access can pay for the medical services you received.

**For health care operations** – Colorado Access may use and share your PHI to make sure you received high quality health care. For example, Colorado Access may review hospital and doctors’ records to see if you received good health care and to see if the care can be improved.

## **OTHER WAYS COLORADO ACCESS CAN USE OR SHARE YOUR PHI WITHOUT YOUR PERMISSION:**

- **Business Associates.** Colorado Access may use or share your PHI with its Business Associates, such as consultants, accountants, and information technology specialists. Colorado Access may share your PHI with Business Associates so that they can perform their jobs, but they must also follow the privacy laws and protect your PHI.
- **Appointment Reminders.** Colorado Access may use or share your PHI to remind you that you have a doctor's appointment.
- **To keep you informed.** Colorado Access may use or share your PHI to mail you information about Colorado Access programs and Colorado Access HMO choices in your area.
- **Public health.** Colorado Access may use and share your PHI with public health agencies to prevent the spread of diseases.
- **Health review reasons.** Colorado Access may use and share your PHI with the federal agencies who watch over the health care services that you receive.
- **Legal reasons.** Colorado Access may use and share your PHI as required under law.
- **Fraud or abuse.** Colorado Access may be required to use and share your PHI if needed for an investigation of fraud and/or abuse.
- **For other government programs.** Colorado Access may use or disclose your PHI for benefits under other government programs, for example, to see if you can get Supplemental Security Income ("SSI") benefits.
- **To avoid harm.** Colorado Access may use or share your PHI with law enforcement to prevent harm to you or to others (public safety).
- **For research.** Colorado Access may use and share your PHI for a research project that has been approved by a review board. The project must keep your PHI private.
- **For coroners, funeral directors, medical examiners, or if you are an organ donor.** Colorado Access may use or share your PHI to let the above people do their jobs.
- **Workers compensation.** Colorado Access may use and share your PHI with programs that give benefits for work related injuries.
- **Correctional institutions.** Colorado Access may use or share your PHI with correctional institutions for health and safety purposes.

## **COLORADO ACCESS MUST HAVE YOUR WRITTEN PERMISSION TO SHARE YOUR PHI IN OTHER WAYS.**

Colorado Access will ask for your written permission to use or share your PHI in ways not covered by this Notice. If you give us your written permission and then change your mind, you can cancel it at any time by writing to Colorado Access, except to the extent that Colorado Access has already acted in reliance on your permission, or unless your permission was obtained as a condition of obtaining insurance coverage.

### **YOUR HEALTH INFORMATION RIGHTS:**

- **Right to Paper Copy.** You have the right to receive a paper copy of this Notice, even if you have agreed to receive this Notice electronically.
- **Right to Inspect and Copy.** You have the right to see and copy your medical record, which may be used to make decisions about your health care. This usually includes medical and billing information, but does not include notes taken by your mental health therapist or information prepared for use in a legal action. In order to see your medical record, you must submit a written request to the Colorado Access Privacy Official.
- **Right to Change or Add Information.** You have the right to ask Colorado Access to change or add PHI. Your request must be in writing and must explain why you want to change your record. Colorado Access may deny your request in certain cases.
- **Right to Accounting of Disclosures.** You have the right to know to whom Colorado Access has disclosed your PHI. Your request must be in writing. If Colorado Access uses an electronic health record, you have the right to receive an accounting of disclosures made during the past 3 years, including those made for treatment, payment, and health care operations, or to a Business Associate.
- **Right to Receive PHI in Electronic Format.** If it is available, you have the right to access your PHI in electronic format, upon request.
- **Right to Ask for Private Communication.** You have the right to ask Colorado Access to communicate with you in a certain way or at a certain location to keep your PHI private.
- **Right to Ask Colorado Access to not share your PHI.** You have the right to ask Colorado Access not to share your PHI (except for treatment, payment, or health care operations). Colorado Access does not have to agree to this restriction.

## **WHAT COLORADO ACCESS MUST DO:**

- Colorado Access is required by law to keep your PHI private.
- Colorado Access must give you this Notice of its legal duties and privacy practices.
- Colorado Access must comply with this Notice.
- Colorado Access reserves the right to change this Notice and apply the new Notice provisions to all PHI that Colorado Access keeps. If Colorado Access materially changes this Notice, it will post the revised Notice on its web site, [www.coaccess.com](http://www.coaccess.com), and will mail you the revised Notice.

## **HOW TO FILE A COMPLAINT:**

If you think that your privacy rights have been violated, you may file a complaint with Colorado Access or with the U.S. Department of Health and Human Services by writing a letter to:

### **Colorado Access:**

Colorado Access Privacy Official  
10065 E. Harvard Ave., Suite 600  
Denver, CO 80231

You may call the Colorado Access Privacy Official at (720) 744-5465 with other questions.

### **U.S. Department of Health and Human Services:**

Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Ave., SW  
Room 509F, HHH Bldg.  
Washington, D.C. 20201

**COLORADO ACCESS CANNOT TAKE AWAY YOUR BENEFITS OR RETALIATE AGAINST YOU FOR FILING A COMPLAINT.**