



North Marin Community Services Notice of Privacy Practices

THIS NOTE DESCRIBES HOW YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Health Insurance Portability and Accountability Act of 1996 (called HIPAA) is a law requiring the North Marin Community Services to make sure your personal health information is kept private. We are also required to give you this notice, so that if the North Marin Community Services has any of your personal information, you will know how we may use it, or whether and how we may give your information to anyone else.

North Marin Community Services programs and services are already keeping your personal information private. HIPAA establishes national minimum standards for these protections.

North Marin Community Services has the right to use and give out your personal health information to bill for the cost of your health care.

North Marin Community Services may also use your personal health information when we need this information to make sure that you get quality health care, to provide customer services to you, or to resolve any complaints you may have.

North Marin Community Services may use or give out your personal health information, but only for these reasons:

- If state and federal agencies that have the legal right to see your personal health information, ask for it. For example, if Medi-Cal wanted to make sure that the North Marin Community Services is billing Medi-Cal correctly. Or, if North Marin Community Services needed the information for its own investigation, such as when we make sure there is no fraud or abuse of Medi-Cal money;
- If a court or another agency orders us to release the information;
- If the information is needed by law enforcement (such as when the information is needed to help locate a missing person);
- For research studies that meet all privacy law requirements (such as research related to the prevention of disease or disability);
- If the information will help to avoid a serious and immediate threat to health or safety
- If we need the information in order to contact you about new or changed benefits.

Federal law says that the North Marin Community Services must use and give out your personal health information:

- If someone who has the legal right to act for you asks for the information,
- If the federal government asks for it, or
- If some other law requires that your health information be disclosed.

The law requires North Marin Community Services to get your permission, in writing, before we can use or give out your personal health information for any purpose that is not listed in this notice. You may take back your written permission at any time. However, taking back your

permission will not affect disclosures North Marin Community Services may have already made based on your earlier permission to use or give out your information.

By law, you have the right to:

- See and get a copy of your personal health information held by the North Marin Community Services.
- Have your personal health information changed if you believe that it is wrong or if information is missing, and if North Marin Community Services agrees. If we disagree, you may have a statement of your disagreement added to your personal health information.
- Get a list of those who North Marin Community Services has shared your personal health information with. (The list will not cover your personal health information that was given to you or your personal representative, information that was given out to pay for your health care, or for general operations, or information that was given out for law enforcement purposes.)
- Ask North Marin Community Services to communicate with you in a particular method or location (for example, by sending information to a person's P.O. Box instead of their home address).
- Ask North Marin Community Services to limit how your personal health information is used and given out to pay your claims and to run the program that provides services for you. Please note that the North Marin Community Services may not be able to agree to your request.
- Get a separate paper copy of this notice.

If you have any questions or would like more information about this Notice, please contact North Marin Community Services Director of Wellness Programs:

Alaina Cantor
North Marin Community Services
1907 Novato Boulevard
Novato, CA 94947
(415) 897-4147 ext. 138
acantor@northmarincs.org

North Marin Community Services works hard to prevent any harm to you caused by the improper use of your personal health information by our workforce. You have the right to file a complaint if you believe that a person who works for the North Marin Community Services has given out or used your personal health information improperly. You may file a complaint or report a problem, using the contact information listed above.

Filing a complaint will not negatively affect the services you receive from the North Marin Community Services. If you file a complaint or testify, help with an investigation, a review, a proceeding or a hearing, or if you oppose any act or practice that you believe is unlawful under the HIPAA rules, people who work for the North Marin Community Services cannot take any

other actions against you. If you believe any negative actions have been taken against you because you filed a complaint, please let the Director of Wellness Programs know right away. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services within 180 days of your discovery of the incident causing your complaint. By law, North Marin Community Services is required to follow the terms in this notice. We have the right to change the way your personal health information is used and given out. If any changes are made, you will get a new notice within 60 days of the change.