



**PIEDMONT COMMUNITY
HEALTH PLAN, INC.**

**PIEDMONT COMMUNITY
HEALTHCARE, INC.**

**PIEDMONT COMMUNITY
HEALTHCARE HMO, INC.**

**NOTICE OF PRIVACY
PRACTICES
FOR PROTECTED
HEALTH INFORMATION**

**THIS NOTICE DESCRIBES HOW
PROTECTED HEALTH INFORMATION
ABOUT YOU MAY BE USED AND
DISCLOSED AND HOW YOU CAN
GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY.**

**Effective Date of this Notice:
January 15, 2017**

Your Information. Your Rights. Our Responsibilities.

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.**

Your Rights

You have the right to:

- *Get a copy of your health and claims records.*
- *Correct your health and claims records.*
- *Request confidential communication.*
- *Ask us to limit the information we share.*
- *Get a list of those with whom we have shared your information.*
- *Get a copy of this privacy notice.*
- *Choose someone to act for you.*
- *File a complaint if you believe your privacy rights have been violated.*

Your Choices

You have some choices in the way that we use and share information as we:

- *Answer coverage questions from your family and friends.*
- *Provide disaster relief.*
- *Market our services and sell your information.*

Our Uses and Disclosures

We may use and share your information as we:

- *Help manage the health care treatment you receive.*
- *Run our organization.*
- *Pay for your health services.*

- *Administer your health plan.*
- *Help with public health and safety issues.*
- *Do research.*
- *Comply with the law.*
- *Respond to organ and tissue donation requests and work with a medical examiner or funeral director.*
- *Address workers' compensation, law enforcement, and other government requests.*
- *Respond to lawsuits and legal actions.*

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get a copy of health and claims records

- *You can ask to see or get a copy of your health and claims records and other health information we have about you.*
- *We will provide a copy or a summary of your health and claims records, usually within 30 days of your request.*

Ask us to correct health and claims records

- *You can ask us to correct your health and claims records if you think they are incorrect or incomplete.*
- *We may say “no” to your request, but we will tell you why in writing within 60 days.*

Request confidential communications

- *You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.*
- *We will consider all reasonable requests.*

Ask us to limit what we use or share

- *You can ask us not to use or share certain health information for treatment, payment, or our operations.*
- *We are not required to agree to your request, and we may say “no” if it would affect your care.*

Get a list of those with whom we have shared information

- *You can ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why.*
- *We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make).*

Get a copy of this privacy notice

- *You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.*

Choose someone to act for you

- *If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.*
- *We will make sure the person has this authority and can act for you before we take any action.*

File a complaint if you feel that your rights are violated

- *You can complain if you feel we have violated your rights by contacting us using the contact information for Piedmont*

Community Health Plan on the back of this brochure.

- *You can file a complaint by sending a letter to Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201, or by calling 1-877-696-6775, or by visiting:*

www.hhs.gov/ocr/privacy/hipaa/complaints

- *We will not retaliate against you for filing a complaint.*

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- *Share information with your family, close friends, or others involved in payment for your care.*
- *Share information in a disaster relief situation.*

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- *Marketing purposes*
- *Sale of your information*

Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

Help manage the health care treatment that you receive

- *We can use your health information and share it with professionals who are treating you.*

***Example:** A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.*

Run our organization

- *We can use and disclose your information to run our organization and contact you when necessary.*
- *We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.*

***Example:** We use health information about you to develop better services for you.*

Pay for your health services

- *We can use and disclose your health information as we pay for your health services.*

***Example:** We share information about you with your dental plan to coordinate payment for your dental work.*

Administer your plan

- *We may disclose your health information to your health plan sponsor for plan administration.*

***Example:** Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.*

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help with public health and safety issues

We can share health information about you for certain situations such as:

- *Preventing disease.*
- *Helping with product recalls.*
- *Reporting adverse reactions to medications.*
- *Reporting suspected abuse, neglect, or domestic violence.*
- *Preventing or reducing a serious threat to anyone's health or safety.*

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

Respond to organ and tissue donation requests and work with a medical examiner or funeral director

- *We can share health information about you with organ procurement organizations.*
- *We can share health information with a coroner, medical examiner, or funeral director when an individual dies.*

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- *For workers' compensation claims.*
- *For law enforcement purposes or with a law enforcement official.*
- *With health oversight agencies for activities authorized by law.*
- *For special government functions such as military, national security, and presidential protective services.*

Respond to lawsuits and legal actions

- *We can share health information about you in response to a court or administrative order, or in response to a subpoena.*

Our Responsibilities

- *We are required by law to maintain the privacy and security of your protected health information.*
- *We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.*
- *We must follow the duties and privacy practices described in this notice and give you a copy of it.*
- *We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.*
- *For more information see:*

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you.

Effective Date of this Notice:

January 15, 2017



Piedmont Community Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Piedmont Community Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Piedmont Community Health Plan은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-400-7247 (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-400-7247 (TTY: 711).

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-400-7247 (TTY: 711) 번으로 전화해 주십시오.

Your Contact Person for Privacy Matters

For more information about our privacy practices, to exercise your rights under this notice, or to file a complaint about a privacy matter, you should contact us at:

**Piedmont Community Health Plan, Inc.
Piedmont Community HealthCare, Inc.
Piedmont Community HealthCare HMO, Inc.**

**Attention: Compliance Officer
2316 Atherholt Road
Lynchburg, Virginia 24501**

**Telephone: (434) 947-4463
Toll-free: (800) 400-7247**



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