

request confidential communications. You have the right to ask HCAM to send you information to a different address or in a different way. We must agree to do so, if it is reasonably easy.

inspect and copy. You have a right to see your health information when you ask for it in writing. If you want copies of your health information, we may charge you a copying fee, depending on your circumstances. You have a right to choose what parts of your information you want copied and to know the cost of copies before we make them.

request amendments. You may ask HCAM to correct or add to your health record by writing to us. HCAM may deny the request if we decide that the health information: (1) is correct and complete; (2) was not created by us and/or is not part of our records; or (3) may not be disclosed. If HCAM agrees with the changes you requested, we will change your record and let you know. We will also tell others who need to know about the change in the health information.

get a list of disclosures. You have a right to ask for a list of the disclosures of your health information made after April 14, 2003. Exceptions are health information that has been used for treatment, payment, or health care operations. HCAM does not have to list disclosures that we made to you or that were based on your written authorization, or provided for national security, to law enforcement officials, or to correctional facilities. There will be no charge for up to one of these lists each year.

get a copy of this Notice. You have the right to receive a paper copy of this Notice and/or an electronic copy by email.

Health Information Exchange

HCAM participates in the Chesapeake Regional Information System for our Patients (CRISP), a regional health information exchange. As permitted by law, your health information will be shared with this exchange in order to provide better coordination of care and assist providers and public health officials in making more informed decisions. You may “opt-out” and disable access to your health information available through CRISP by calling 1-877-952-7477 or by visiting the CRISP website at www.crisphealth.org and clicking on “OPT-OUT.” Public health reporting and Controlled Dangerous Substances information, as part of the Maryland Prescription Drug Monitoring Program (PDMP), will still be available to providers.

For More Information

If you have questions or would like more information, you may contact HCAM’s Compliance Officer at 410-649-0521 x3014.

To Report a Concern about Our Privacy Practices

If you believe your privacy rights have been violated:

- You may file a complaint with the Maryland Department of Health, Division of Corporate Compliance at 1-866-770-7175; and/or
- You may file a complaint with the Secretary of the U.S. Department of Health and Human Services, Office of Civil Rights. You may call the Maryland Department of Health for the contact information.

HCAM will take no retaliatory action against you if you make a complaint.

Effective Date: This notice is effective on March 19, 2018.

Notice of Privacy Practices

This notice lets you know how medical information about you may be used and disclosed. It also explains how you can get access to your health information.

🌀 Please read it carefully. 🌀

- HCAM must follow the privacy practices in this Notice.
- We may change our privacy practices and this Notice from time to time.
- You may ask HCAM for a copy of our latest Privacy Practices Notice.



**HealthCare
Access
MARYLAND**

COVERAGE. CARE. CONNECTIONS.

One North Charles St., Suite 900 | Baltimore, MD | 21201
410-649-0521

Protecting Your Health Information

HealthCare Access Maryland (HCAM) assists consumers throughout Maryland to access health insurance and comprehensive health care. HCAM may ask for information about your health or the health of your dependent to help you

- get the benefits you are entitled to receive,
- access treatment, and
- facilitate processes that may affect your eligibility for benefits or your dependent's eligibility.

Any health information recorded or maintained by HCAM will be limited to the minimum required to assist you. We are committed to protecting your health information.

Your health information may be documented and shared with appropriate parties, and it may become a part of your medical record. A medical record usually contains information such as symptoms, examination and test results, diagnoses, and treatment.

Laws determine how medical records may be used and disclosed. HCAM employees will use your health information only when doing their jobs. HCAM usually needs your written permission to access and share your dependent's or your health information.

How may HCAM Use and Disclose Your Protected Health Information?

HCAM primarily uses and discloses health information for purposes relating to health care. HCAM may access, use, and share your health information to check the quality of services you are receiving, to help you access services, and to verify your use of benefits and your compliance with regulations. HCAM may access, use, and share your dependent's and/or your health information to identify or connect you with resources specific to your needs. In addition, we may be allowed or even required to use and disclose health information for other reasons, such as those mentioned below.

To comply with the law. HCAM may disclose health information when the law says that we must.

To keep you informed. Unless you tell us not to, HCAM may send appointment reminders and other materials to your home.

To support public health activities. HCAM may disclose health information when we have to report diseases, injuries, or vital statistics to the Health Department or to other public health agencies.

To comply with health oversight activities. HCAM may disclose health information to the Health Department or other agencies who provide any oversight required by law. Examples of these oversight activities are audits, inspections, investigations, and licensure.

To respond to coroners, medical examiners, funeral directors, and transplantation organizations. HCAM may disclose health information about a death to coroners, medical examiners, or funeral directors. We may also share information with certain organizations about organ or tissue donations.

To support research. Under the supervision of an Institutional Review Board or other group that protects privacy, HCAM may sometimes disclose health information to assist with medical research.

To avert threat to health or safety. If there is a serious threat to health or safety, HCAM may disclose just enough health information to law enforcement or others to prevent or lessen the threat of harm.

To avert abuse or neglect. HCAM will disclose your health information to appropriate authorities if we believe that you and/or your dependent(s) might be a victim of abuse, neglect, domestic violence, or some other crime. HCAM may disclose just enough health information to avoid a serious threat to the health or safety of you or others.

To support specific government functions. HCAM may disclose health information to military, law enforcement, or correctional agencies as well as to presidential protective services. We may also disclose information about eligibility and enrollment to government benefit programs.

To inform others involved in your care. HCAM may share your health information with people if they are involved in your care or in payment for your care. HCAM may also share health information with people to notify them about your location, general condition, or death.

To respond to worker's compensation requests. HCAM may disclose health information to worker's compensation programs that provide benefits for work-related injuries or illnesses, regardless of fault.

To respond to lawsuits, disputes, and claims. If you are involved in a lawsuit, a dispute, or a claim, HCAM may disclose your health information in response to a court or administrative order, subpoena, discovery request, investigation of a claim filed on your behalf, or other lawful process. HCAM may disclose your health information to a law enforcement official if the law requires it, or in response to a subpoena.

HCAM does not have a directory of clients for callers or visitors who ask for you by name. You will *not* be identified to an unknown caller or visitor without authorization.

Confidentiality of Alcohol and Drug Abuse Patient Records (42 C.F.R. x 2.22 (d))

Federal law and regulations protect the confidentiality of alcohol and drug abuse client records maintained by this agency. Generally, the agency may not say to a person outside the agency that a client participates in an alcohol or drug abuse program, or disclose information identifying a client as having an alcohol and/or drug use disorder, unless:

1. The client consents in writing;
2. The disclosure is allowed by a court order; or
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Your Rights

You have a right to ...

request restrictions. You have a right to ask HCAM to restrict the health information we use or disclose about you. HCAM will honor your request if possible, although we are not required by law to do so. If HCAM agrees to a restriction, we will follow it except in emergency situations.