



## Notice of Privacy Practices

Network Health is committed to protecting the rights and privacy of our members. Our Notice of Privacy Practices describes how protected health information (PHI) may be used and disclosed, and how you can get this information. Please review it carefully. The Notice of Privacy Practices is also available on our Web site at [www.network-health.org](http://www.network-health.org) or by calling us at **888-257-1985**.

### Network Health's responsibilities

Network Health is required by law to maintain the privacy of your individually identifiable health information, known as protected health information (PHI), across our organization, including verbal, written, and electronic PHI. We ensure the privacy of your PHI in a number of ways. For example, employees do not discuss your PHI in public areas. We monitor breaches of security. We keep any paper PHI in secure spaces. Network Health must follow the terms of this notice (or any revised notice) when using or disclosing your PHI. We may revise this notice at any time. If we do, changes will apply to all of your PHI that we maintain, and a copy of a revised notice will be available on our Web site ([www.network-health.org](http://www.network-health.org)) or upon request.

### Uses and disclosures without your authorization

Network Health may use and disclose your protected health information (PHI) without your written authorization for the following purposes, or as otherwise permitted or required by law:

- **Treatment** — to help health care providers provide, coordinate, or manage your care. For example, we may share your PHI with another provider to coordinate a prior authorization.
- **Payment** — to help us, or other health plans and health care providers that you have or had a relationship with, obtain payment of premiums for your health coverage, and meet our responsibility to provide your Commonwealth Care benefits
- **Health care operations** — to help us, or other health plans and health care providers that you have or had a relationship with, improve the quality and cost effectiveness of the care we deliver
- **Disclosure to Connector** — to operate, monitor, audit, and administer benefits
- **Public health** — to prevent or control disease, injury, or disability; to report child abuse or neglect; to report information about a product or activity under the jurisdiction of the U.S. Food and Drug Administration; and if authorized by law, to notify a person that he or she may have been exposed to a communicable disease
- **Health oversight** — to respond to a health oversight agency responsible for ensuring compliance with the rules of government benefit programs, such as Medicare or Medicaid, or other regulatory programs for which health information is necessary for determining compliance
- **Legal proceedings** — to respond to a legal order or other lawful process in a judicial or administrative proceeding
- **Law enforcement** — to respond to the police or other law enforcement officials as required by law or to be in compliance with a court order or other process authorized by law
- **Health or safety** — to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public
- **Specialized government functions** — to respond to units of the government with special functions, such as the U.S. military or the U.S. Department of State
- **Legal compliance** — to comply with applicable federal or state laws and regulations
- **Workers' compensation** — to comply with workers' compensation laws
- **Marketing activities** — to engage in a face-to-face encounter initiated by you; to give you a promotional gift; or to communicate with you about our benefits or services relating to your treatment, care management or coordination, or alternative treatments, therapies, providers, or health care settings



## Uses and disclosures that require your written authorization

Network Health will not use and disclose your protected health information (PHI) without your written approval for the following purposes, and as otherwise allowed or required by law:

- **Marketing activities** — Network Health must get written authorization to use your information in any and all marketing activities, except in a face-to-face encounter or to give you a promotional gift.
- **Your highly confidential information** — We will not release your PHI relating to alcohol and/or drug abuse treatment, HIV/AIDS, sexually transmitted diseases, genetic testing, pregnancy termination, child abuse, abuse of an adult with a disability, psychotherapy notes, certain mental health or social work communications, or sexual assault counselor communications, except as required or permitted by law.

You may change your mind and tell us you no longer approve at any time by writing to Network Health. Information you have already released will not apply to this exclusion.

## Your rights for privacy practices

You have the right to:

- Ask us in writing to restrict use or disclosure of your protected health information (PHI). We may not be able to comply with all requests.
- Ask us in writing to communicate your PHI to you in the way or at the location of your choice. We must comply with any reasonable request.
- Inspect and copy your PHI (fees may apply). If we decline your request, you can appeal our decision.
- Request changes, corrections, or deletions to your PHI that you believe are incorrect or incomplete. We may not be able to comply with all requests.
- Request an accounting of certain disclosures of your PHI made by Network Health on or after April 14, 2003, excluding disclosures made earlier than six years before the date of your request. If you request an accounting more than once during any 12-month period, fees may apply.
- Get a paper copy of this notice at any time
- Request further information or file a complaint by contacting Network Health's privacy officer. You may also file a written complaint regarding your privacy rights with the director of the Office for Civil Rights of the U.S. Department of Health and Human Services. Our privacy officer will provide you with the correct address for the director. Network Health will not retaliate against you if you file a complaint with us or the Office of Civil Rights.

For details or to find out how to exercise your rights, visit [www.network-health.org](http://www.network-health.org) or call **888-257-1985**.  
Contact:

**Network Health**  
**101 Station Landing, Fourth Floor**  
**Medford, MA 02155**  
**[www.network-health.org](http://www.network-health.org)**  
**Phone: 888-257-1985**  
**E-mail: [privacy@network-health.org](mailto:privacy@network-health.org)**