

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

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



NOTICE OF PRIVACY PRACTICES

Effective Date: April 14, 2003

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* is committed to protecting your personal health information. Personal health information may include such items as medical notes from your doctor, a claim from your provider listing your diagnosis or a medical treatment you received, or your laboratory test results. This notice about protecting your health information is required by law. It tells you about your rights and how Colorado *Access* uses and discloses your health information.

Your Health Information Rights

You have certain rights regarding the health information Colorado *Access* has about you. You have the right to:

- Request a restriction on certain uses and disclosures of your health information; however, Colorado *Access* is not required to approve your request.
- Request that Colorado *Access* notify you about your health information in a way or at a location that will help you keep your health information confidential.
- Receive a list of disclosures Colorado *Access* has made of your health information.
- In writing at any time, withdraw your permission for Colorado *Access* to disclose your health information, except for the information that Colorado *Access* disclosed before you stopped your permission.
- Review and obtain a copy of your own health information.
- Ask Colorado *Access* to change your health information if you believe it is incorrect or incomplete. Colorado *Access* may deny your request and, if so, will give you the reason(s) why the request was denied.
- Receive a paper or electronic copy of this Notice of Privacy Practices upon request.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one of these rights, contact:

Colorado *Access*
Attention: Privacy Official
10065 East Harvard Avenue, Suite # 600
Denver, CO 80231
Phone: 720-744-5100 or 1-800-511-5010 (toll free)

How Colorado *Access* May Use or Disclose Your Health Information

The law permits Colorado *Access* to use or disclose your health information for the following purposes:

For Treatment – Colorado *Access* may use and disclose your health information to help you receive medical treatment and services.

For example: Colorado *Access* may use your health information to review and approve hospital care.

For Payment – Colorado *Access* may use and disclose your health information to pay for your medical treatment and services.

For example: A claim for healthcare services may be sent to Colorado *Access* by your doctor. The claim may contain information that identifies you, your diagnosis, and the treatment or supplies you received.

For Health Care Operations – Colorado *Access* may use and disclose your health information to conduct health plan business activities.

For example: Your health information may be disclosed to the medical staff or quality improvement staff to review the effectiveness of the medical care you received.

For Requirements by Law – Colorado *Access* may use and disclose your health information when the law requires it.

For example: Colorado *Access* may disclose information for the following purposes:

- To reply to proper requests for your health information from a court or other legal agency.
- To report information for public health, such as reporting victims of abuse, neglect or domestic violence, or reporting to the Food and Drug Administration problems with products or reactions to medications.
- To report information for public safety, such as to prevent the spread of a serious threat to the health or safety of a particular person or the general public.
- To assist law enforcement officials, such as the police, in their law enforcement duties.
- To allow funeral directors, medical examiners or coroners to carry out their lawful duties, such as to complete a death certificate for the state.
- To comply with laws and regulations related to Workers' Compensation.
- To allow other government agencies to provide you with benefits and services.

For Health Oversight Activities – Colorado *Access* may disclose your health information to government health agencies for health oversight reasons, such as program audits or licensure reviews.

For Research – Colorado *Access* may use your health information for approved research purposes, such as for a study to cure a disease.

For Special Government Functions – “Special government functions,” such as protection of public officials or reporting to various branches of the armed services, may require the use or disclosure of your health information.

Obligations of Colorado Access

Colorado *Access* is required to:

- Maintain the privacy of your protected health information.
- Provide you with this Notice of its legal duties and privacy practices with respect to your health information.
- Obtain your written authorization to use or disclose your health information for reasons other than those listed in this Notice and permitted under law.
- Abide by the terms of this Notice that are currently in effect.
- Notify you if Colorado *Access* is unable to agree to a requested restriction on how your information is used or disclosed.
- Allow reasonable requests you may make to notify you about your health information in a way or at a location that will help you keep your health information confidential.

Colorado *Access* reserves the right to change its information practices. The new provisions will be effective for all protected health information that Colorado *Access* maintains. Revised notices will be made available to you by written notices and on the Colorado *Access* public website at www.coaccess.com.

Complaints

If you have a complaint about this Notice of Privacy Practices, how Colorado *Access* handles your health information, or if you otherwise believe that your privacy rights have been violated by Colorado *Access*, your complaint should be directed to:

Colorado *Access*
Attention: Privacy Official
10065 East Harvard Avenue, Suite # 600
Denver, CO 80231
Phone: 720-744-5100 or 1-800-511-5010 (toll free)

If you are not satisfied with the manner in which Colorado *Access* handles a complaint, you may submit a formal complaint to the U.S. Secretary of Health and Human Services in Washington, DC.

There will be no retaliation by Colorado *Access* if you file a complaint.