



Notice of Privacy Practices

Effective June 2004

Please review this notice carefully. It describes how health information about you may be used and shared and how you can get this information.

Does NHPRI share my health information with others?

We may share your health information with others, without your approval, for the following reasons:

- to review claims for billing errors or possible fraud
- to determine if requested services are medically necessary
- to our business partners that pay for services on behalf of NHPRI
- for the purposes of health care operations, which includes things like quality improvement activities, legal services, and auditing functions, as well as the improved payment methods.

We may also share your health information, without your approval, in an emergency, when it is required by law or by public health authorities.

Does NHPRI need my approval before it shares my health information with others?

Except for the purposes listed above and those permitted or required by the government, NHPRI will not share your information without your written approval. Even when you have given your approval, you can change your mind as long as you do so in writing before we have shared your information.

What are my health information rights?

You have the right to:

- get a paper copy of this notice if you ask for it
- ask us to limit the way we share your information, although we are not required to agree to what you ask
- look at and get a copy of the health information we have about you, as provided by law
- ask us to change information we have about you in our member file. You must ask us in writing and tell us why you are asking for the change, although we are not required to agree to the change

- ask us to contact you in an alternative way. For example, you may ask us to contact you at work only
- take back your approval that we share your information. However, you can only do that if the information hasn't already been shared
- receive an accounting of when we shared your information, except if it was for payment, treatment or operations, or with your approval.

What are NHPRI's duties?

NHPRI is required to:

- keep your health information private
- provide you with this notice and follow the rules listed here
- let you know if we cannot agree to limit how we share your information
- agree to reasonable requests to contact you by alternative means or at alternative locations
- get your written approval to share your health information for reasons other than those listed above and permitted by law.

NHPRI reserves the right to change its privacy practices. If our practices change, we will revise this notice and send it to all NHPRI members. The new practices would apply to all of the health information we have, including the health information we already have about you.

What if I have questions or need help with this?

If you need help understanding this notice or you want to exercise any of your rights stated within this notice, please contact our Member Services Department at 1-800-963-1001.

What if I think NHPRI shared my information incorrectly?

You may complain to the NHPRI Privacy Officer by calling 1-800-963-1001 or writing to:

Privacy Officer
Neighborhood Health Plan of Rhode Island
299 Promenade Street
Providence, Rhode Island 02908

You also have the right to complain, in writing, to the Secretary of the United States Department of Health and Human Services. Please ask us if you need help doing that. Your benefits will not be affected if you make a complaint.