

HENNEPIN HEALTH

NOTICE OF PRIVACY PRACTICES



Effective October 2018

DHS approved 11/01/2018

CO-0024-MC

This notice tells how private information, including health information, about you may be used and disclosed and how you can get this information. Please read carefully.

Hennepin Health
Minneapolis Grain Exchange Building
400 South Fourth Street, Suite 201
Minneapolis, MN 55415

SUMMARY

Hennepin Health provides health care coverage to members who are determined eligible for Minnesota Health Care Programs.

Hennepin Health's mission is to improve the health of Hennepin County residents through innovative collaboration with health care providers, Hennepin County services and community organizations.

Hennepin Health is committed to protecting the privacy of your information, including your health information.

WHY ARE WE SENDING THIS NOTICE?

Hennepin Health believes that privacy of your information is important. In addition, state and federal law requires Hennepin Health to tell you about your rights and choices about your information, and our responsibilities for how we use and share your information.

Hennepin Health treats information about former members the same way and with the same level of protection as we treat current members' information.

WHAT DO WE MEAN BY "INFORMATION"?

In this Notice, we refer to "information" and "health information". Hennepin Health collects information about you and your dependents to provide you with health care coverage. Hennepin Health may receive information from providers, state and federal health care programs, and counties providing you or your dependents with social services or from you directly. This information may include health information as well as social service information to provide you with the most comprehensive care possible.

WHAT KINDS OF INFORMATION DO WE USE?

Hennepin Health receives information about you as a part of our work in providing you with health care coverage and other health plan or coordinated services. The information may include your name, address, date of birth, social security number, gender, telephone numbers, dependent information, financial information, health records or other health or social services information.

Hennepin Health may collect information from enrollment applications, claims, provider information, and customer satisfaction or health surveys; information you may provide us when you call us about a question or if you file a complaint or appeal; information we may need to answer your questions or decide an appeal.

HOW DO WE USE YOUR INFORMATION?

Hennepin Health uses your information to provide you with health plan services and to coordinate your care. These are routine uses that include coordination of care, health and case management programs. This may also include coordination with other social services you receive from Hennepin County.

Hennepin Health also uses your information for coordination of benefits, enrollment and eligibility status, utilization management, claims issues, and coverage decisions.

Hennepin Health may also use your information for customer service activities, appeals or grievances, quality initiatives, health survey information, actuarial studies, legal and regulatory compliance, including audits, risk management, credentialing, antifraud activities, as well as business planning.

Hennepin Health may also use your information for your benefit, including appointment reminders, treatment alternatives, or other benefits or services that may be of interest to you.

Hennepin Health may share your information with affiliated organizations for purposes of care coordination.

Hennepin Health does not sell your information to anyone. Hennepin Health will not use or disclose your information for fundraising without your permission. Hennepin Health will only use your information for marketing purposes with your permission.

WHO USES YOUR INFORMATION?

Hennepin Health employees may see or use your information as may be necessary to perform their jobs. Hennepin Health employees are required to use the minimum amount of information necessary to perform their jobs.

Hennepin Health has policies and procedures in place to keep your information secure. Hennepin Health has policies and procedures in place to physically, electronically and administratively protect your information. Hennepin Health follows state and federal laws related to the security and confidentiality of your information.

Hennepin Health may share your information with our affiliates, providers or other companies or persons working with or for Hennepin Health. As may be required or as appropriate, Hennepin Health has contracts with those companies or persons. In these contracts, Hennepin Health requires that the companies or persons agree to keep your information confidential and secure.

Hennepin Health may share your information as required or authorized by law. Information may

be shared with government agencies and their contractors as part of regulatory reporting, audits, encounter reports, mandatory reporting which may include child abuse, neglect, or domestic violence; or in response to a court or administrative order, subpoena, or discovery request.

Hennepin Health may share your information with regulatory health oversight agencies for purposes of licensure, inspections, disciplinary actions, audits, investigations, government program eligibility, compliance with government programs standards, or for certain civil rights enforcement actions.

Hennepin Health may share your information for research, law enforcement purposes, with the medical examiners or coroner's office or with funeral directors as may be necessary to carry out their duties.

Hennepin Health may share information related to chemical and mental health, including psychotherapy notes, only as allowed and/or authorized by state and federal law.

There may be other situations or circumstances when the law requires or permits Hennepin Health to share your information.

WHAT ARE YOUR RIGHTS?

You have the right to request Hennepin Health not use or share your information for certain purposes or in a certain way. While you have this right, Hennepin Health is not required to agree to your request.

You or people you have given permission to may see or obtain a copy of certain information Hennepin Health may have about you. This information may include records Hennepin Health uses to make decisions about payment, case management, or service authorizations. Hennepin Health requires that such requests be made in writing.

You may question if the information we have about you is correct. You may send your concerns to Hennepin Health in writing. You may tell Hennepin Health why the information is wrong or incomplete. You may send your own explanation of the information where you do not agree. Hennepin Health may attach this explanation any time information is shared with its affiliates or other agencies or companies.

You have the right to ask Hennepin Health to share information with you in a certain way or in a certain

place. For example, you may ask us to send health information to your work address instead of your home address. Hennepin Health will determine if this is a reasonable request and will grant such requests accordingly. All such requests must be made in writing to Hennepin Health.

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

You have a right to request a copy of this Notice at any time.

WHAT ARE OUR RESPONSIBILITIES?

Hennepin Health is required to follow the terms of the Notice that is currently in effect and protect your information accordingly.

Uses and disclosures not described above or not permitted by law, may only be made with your permission or the permission of a person with authority to represent you and your interests.

Hennepin Health must follow the terms of this Notice, but we may change our privacy policy as privacy laws change. Hennepin Health will put changes to our privacy policy rules on our website at: www.hennepinhealth.org

WHAT IF YOU BELIEVE YOUR PRIVACY RIGHTS HAVE BEEN VIOLATED?

If you believe that Hennepin Health has violated your privacy rights you may send a written complaint to any of the following:

Hennepin Health Privacy Officer
Minneapolis Grain Exchange Building
400 South 4th Street, Suite 201
Minneapolis, Minnesota 55415

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue, S.W.
Washington D.C., 20201

You may also contact the Hennepin Health Compliance and Privacy Hotline by calling: 1-844-440-3290.

You may also contact the U.S. Department of Health and Human Services by calling: 1-877-696-6775.