

- ❖ You have the right to receive confidential communications. You may request that confidential information from the agency be sent by alternative means or to an alternative location. The agency will accommodate a reasonable request and will not require an explanation of the request.
- ❖ If you believe that information in your records is incorrect or if important information is missing, you have the right to request that the agency correct or amend the records by submitting a request in writing that provides your reason for requesting the amendment. The agency can deny your request to amend record if the information was not created by the agency and if it is determined that the record is accurate. You may appeal, in writing, a decision by the agency not to amend a record.
- ❖ You have the right to a list of those instances where the agency has disclosed medical information about you other than for treatment, payment, health care operations, or where you specifically authorized a disclosure, when you submit a request. The request must state time period desired for the accounting, which must be less than a six-year period and starting after April 14, 2003. You may receive a list in paper or electronic form. There is no charge for the first disclosure list request in a twelve (12) month period. Other requests will be charged according to the agency's cost of producing the list. The agency will inform you of the cost before you incur any cost.
- ❖ All requests for appeals should be submitted to the agency's Corporate Support Center.

COMPLAINTS

If you are concerned that your privacy rights may have been violated or you disagree with a decision the agency has made about access to your information, you may contact the agency at this address:

Seraaj Family Homes, Inc.
Corporate Support Center
P.O. Box 230550
Montgomery, AL 36117

Finally, you may send a written complaint to the US Department of Health and Human Services Office of Civil Rights. The Department of Human Resources Civil Rights and Equal Employment Partnership can provide you the address.

Under no circumstances will you be penalized or retaliated against for filing a complaint.

All programs of Seraaj Family Homes, Inc. are administered in accordance with the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and all other federal and state civil rights laws.



NOTICE OF PRIVACY

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Effective Date: April 13, 2003

This Notice of Privacy describes how Seraaj Family Homes, Inc. uses and discloses your protected health information to execute treatment, payment, or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health conditions and related health care services. Since this agency provides direct healthcare services, the agency may disclose your protected health information for the purposes of billing for Medicaid reimbursement for such services in some programs.

Changes to this Notice:

Seraaj Family Homes, Inc. may change its policies at any time. Changes will apply to medical information held by the agency as well as new information after the change occurs. Before the agency makes a significant change in its policies, it will change the notice and post the new notice in the public waiting area in all Seraaj Family Homes, Inc. regional offices. You may receive a copy of the current notice at any time by request.

How the agency may use and disclose information about you:

- ❖ The agency may use and disclose medical information about you to arrange treatment (such as sending medical information about you to physicians or other specialists as part of a referral); to obtain payment for treatment (such as sending billing information to Medicaid, Medicare, or an insurance company). The agency may also use or disclose, as needed, your protected health information in order to support the business activities of the agency. These activities include, but are not limited to, quality assessment activities, training of agency staff, licensing, and conducting or arranging for other business activities.

- ❖ The agency may use or disclose information about you without your prior authorization for several reasons. Subject to certain requirements, the agency may disclose your protected medical information without prior authorization to law enforcement, coroners, medical examiners, for the purpose of public health, legal proceedings, in cases of abuse or neglect, reporting health oversight audits or inspections, criminal emergencies, and where necessary to prevent or lessen criminal activity which poses a risk or imminent threat to the health or safety of a person or the public.

- ❖ The agency may also disclose medical information when required by law, such as in response to a request from law enforcement in specific circumstances or in response to valid judicial or administrative orders or subpoenas.

- ❖ The agency also discloses health information to government agencies, such as the Social Security Administration and the Veterans administration, for government benefit eligibility purposes.

- ❖ The agency may also contact you for an appointment reminder by phone or mail. The agency may also tell you about or recommend possible treatment alternatives, health related benefits, or services that might be of interest to you.

- ❖ The agency also discloses health information if you are an inmate of a youth services detention, or correctional facility and your protected health information is needed in the course of providing care to you.

- ❖ The agency may disclose medical information about you to a friend or family member who is involved in your medical care. If you object to such disclosure, the agency may disclose such information as necessary if it determines that it is in your best interest based on the professional judgment of agency staff.

- ❖ The agency may use or disclose your protected health information in an emergency treatment situation if, in the professional judgment of agency staff, the use or disclosure is in your best interest. We will disclose only the protected health information that is directly relevant to the person's involvement with your health care.

Other uses for your medical Information:

- ❖ In any other situation not covered by this notice, the agency will ask for written authorization before using or disclosing medical information about you. If you choose to authorize use or disclosure, you can later revoke that authorization by notifying the agency in writing of your decision.

Your rights regarding medical information about you:

- ❖ In certain cases, you have the right to view or obtain a copy of the medical information in your record, when you submit a written request. If you request a copy, the agency may charge you a fee for the cost of copying, mailing and other related supplies. Requests may be denied for good cause, such as where agency law enforcement investigations are pending or access is otherwise controlled by law. If your request to review or obtain a copy is denied, you may submit a written request for a review of that decision.

You have the right to request restrictions on the disclosure or use of protected health information for purposes of treatment, payment, or healthcare operations. You may request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care. The agency is not required to agree to the restriction if it is believed that it is in your best interest to disclose or permit the use of the protected health information. If the agency agrees to the requested restriction, protected health information may not be used or disclosed in violation of that restriction unless it is needed to provide emergency treatment.