



Banner
University Family Care

Notice of Privacy Practices

Effective date: October 1, 2020

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.

At B – UFC/ALTCS, we take the privacy of your health information seriously. This notice explains how we protect health information for current and former members. By law we must maintain the privacy of your health information. We must also provide you with a description of our legal duties and privacy practices. We must abide by the terms of this notice and notify you if your health information is subject to a breach of unsecured protected health information.

Our Customer Care Center can answer questions about this Notice or send another copy. Please call them at **(833) 318-4146**, weekdays, 8 a.m. to 5 p.m. TTY 711.

OUR PRIVACY PRACTICES

This notice tells you how we use your health information and when we may share it with others. It also explains your rights regarding your health information. The law says we must keep your health information private, give you a copy of this Privacy Practices Notice and we must follow the practices listed in this Notice.

HEALTH INFORMATION COVERED BY THIS NOTICE

B – UFC/ALTCS keeps health information about you that we get from you, your doctors, and your other health care providers. This includes your name, address and date of birth. It also includes information that describes your current or past health condition and the care you received. This information to ensures you receive appropriate health care services and to abide with the law.

HOW WE USE AND DISCLOSE YOUR HEALTH INFORMATION

This Notice tells how we use and share your health information. We explain each way and give you some examples to help you understand each of them. We will not use or share your health information in any way that is not mentioned in this Notice of Privacy Practices unless we get your written permission.

FOR TREATMENT

We may share your health information with your doctors and other health care providers who you see for medical treatment and services. For example, we may give a pharmacist or your doctor information about your past prescriptions. This may help them decide if a new prescription may be harmful to you.

FOR PAYMENT OF HEALTH CARE SERVICES

We may use your health information to decide if you are eligible for plan benefits, to pay providers for treatment and services you receive, or to handle benefits with your other health care coverage, if you have it. For example, this may include telling your health care provider about your medical history. This can help determine if treatment is medically necessary and whether the plan will cover the cost of the treatment. We may also share your health information with another health plan to handle coordination of benefits between the health plans.

FOR HEALTH CARE OPERATIONS

We may use and share your health information for health care operations. This includes any activities necessary to operate our health plan and to make sure all members receive quality care.

Health care operations include:

- Reviewing quality of care and ways we can improve our service.
- Reviewing provider and health plan performance.
- Carrying out medical reviews to define medical needs, level of care and to decide if there was a good reason for the services.
- Performing audit functions.
- To fix internal complaints, such as problems or complaints about your access to care or satisfaction with services.
- To make a benefit decision, manage a benefit plan and provide customer services.
- Other uses approved by law.

We may also use and share health information with other people or companies, which we call "Business Associates." We do this to help carry out payments or health care operations. These Business Associates only get information for what they need to perform their job. Before sending the information, we require them to agree in writing to protect the privacy of that information.

TO KEEP YOU INFORMED

We may use your health information when we need to contact you about appointment reminders or to describe or suggest treatments. Also, we may use it, give you other information about health-related topics you may be interested in. For example, we may tell you about a class or seminar we offer when it relates to a condition your records say you have, such as diabetes. We may also inform you about changes to your health plan coverage.

INDIVIDUALS INVOLVED IN YOUR CARE OR PAYMENT FOR YOUR CARE

We may tell a friend or family member involved in your care or who helps pay for your care some details from your health information. If you cannot tell us not to share your information, we may use our professional judgment to determine if it is in your best interest. Remember, you can tell us to keep this information private by calling our Customer Care Center at **(833) 318-4146. TTY 711.**

SPECIAL SITUATIONS

Special situations may require sharing your health information. For example, we may release your information for any of the following reasons:

- When the disclosure or use is required to comply with state, federal or local law
- To report information to state and federal agencies who manage our business. These include, the U.S. Department of Health and Human Services, the Arizona Health Care Cost Containment System (AHCCCS) and other federal and state regulatory agencies. We may release information for audits, research, inspection, and licensure purposes. Also, it may include reports to patient registries for conditions such as tumors, traumas and burns. The government requires this to monitor the health care system, the outbreak of disease, government programs, compliance with civil rights laws, and to improve patient outcomes.

TO PREVENT A SERIOUS THREAT TO HEALTH OR SAFETY AND FOR PUBLIC HEALTH PURPOSES

When necessary, we may use and share your health information to prevent a serious health and safety threat to you or the public. This may include disaster relief efforts. We may also share your health information to help with public health activities. This might include:

- Preventing or controlling disease, injury, or disability
- Reporting births and deaths
- Reporting abuse or neglect
- Reporting reactions to medications or problems with a product to the Food and Drug Administration or to a product manufacturer
- Notifying people of product recalls of things they may be using
- Telling a person who may have been exposed to a disease or may be at risk for getting or spreading a disease or condition
- To tell government authorities if we believe you have been the victim of abuse, neglect or domestic violence. We will only share this if you agree or when we are required by law

RESEARCH

We may allow researchers to use and disclose your health information when we have your written authorization. When this happens, we have a special process to protect the confidentiality of your health information. The institutional review board, an ethics board, reviews all research proposals to, ensure your privacy of your health information before approving research. We may also use your information to contact you about your interest in participating in research studies. We may also permit researchers to review your information to prepare for research studies, as long as they do not remove or take a copy of your information.

ORGAN AND TISSUE DONATION

If you are an organ donor, we may share health information to places that receive organs, eye or tissue transplantation. This may include, an organ donation bank, as needed to fulfill your donation wishes.

MILITARY AND VETERANS

If you are a member of the armed forces, we may share your health information with military personnel, when needed. We may also share health information about foreign military personnel with the correct military authority.

WORKERS' COMPENSATION

We may share your health information if you get sick or hurt on the job. Typically, the state's workers compensation laws require this.

LAWSUITS AND DISPUTES

We may share your health information in legal matters. This includes responses to a court or administrative order, subpoena, or discovery request. It may also include other lawful means by someone involved in the dispute.

LAW ENFORCEMENT

We may share your health information if asked to do so by a law enforcement official. Specific reasons we will do this include:

- If we are required by law to do so.
- In response to a court order, subpoena, warrant, summons or similar process.
- For the reporting of certain types of wounds.
- To identify or locate a suspect, fugitive, material witness, or missing person.
- To inform them about the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement.
- To inform them about a death we believe may be the result of criminal conduct.
- To inform them about criminal conduct on our premises.
- In the case of an emergency, to report a crime, the location of the crime or victims, or the identity, description or location of the person who committed the crime.

CORONERS, MEDICAL EXAMINERS, AND FUNERAL DIRECTORS

We may share your health information with a coroner or medical examiner. This may be necessary, for example, to identify someone who has died or to decide the cause of death. We may also share your health information with funeral directors as needed to carry out their duties.

NATIONAL SECURITY AND INTELLIGENCE ACTIVITIES

By law we may share your health information with authorized federal officials for intelligence, counterintelligence, and other national security events.

INMATES

An inmate does not have any of the rights in this Notice or the right to receive this Notice. We may release your health information to a correctional facility or law enforcement official when you are incarcerated. This release ensures inmates and those under custody receive needed health care. This also protects the health and safety of others.

INFORMATION NOT PERSONALLY IDENTIFIABLE

We may use or share your health information when it cannot be used to identify you. We may also use a "limited data set" that does not contain any information that can directly identify you. We only use this for the purposes of research, public health matters or health care operations. For example, a "limited data set" may include your city, county and zip code, but not your name or street address.