

Privacy Policy

Maintaining privacy to your medical records and information is critical and UCHealth Plan Administrators takes this responsibility seriously. While disclosing some of your protected health information may be necessary as identified below, it is used for a specific and identified reason, in order to provide care and services to you. Please read this statement carefully and thoroughly.

Protected Health Information Definition

The Health Insurance Portability and Accountability Act (HIPAA) established standards to ensure the privacy of your electronic protected health information. Protected Health Information is information about your past, present, or future health or medical condition. UCHealth Plan Administrators is in full compliance with HIPAA's privacy and security regulations, and has implemented various administrative, physical and technical safeguards to ensure compliance.

Safeguards of Your Protected Health Information

At UCHealth Plan Administrators, we do not share non-public protected health information with non-affiliated third parties. Access is restricted to only those UCHealth Plan Administrators affiliates, subsidiaries, employees and contractors who need to know this information in order to provide you with our products and services, and who are under an obligation to keep such information confidential. We also maintain physical, electronic, and procedural safeguards that comply with federal and state regulations to protect your information. Unless you specifically consent to a disclosure, your protected health information will not be sold, shared, licensed, or rented to third parties.

Disclosing Your Protected Health Information

UCHealth Plan Administrators may use your protected health information for a number of reasons as detailed below.

- **Treatment:** We may disclose your protected health information to doctors, nurses, and other licensed healthcare personnel who are involved in providing your healthcare services.
- **Payment:** We may use or disclose your information to assist in obtaining payment for healthcare services rendered to you.
- **Healthcare Operations:** We may disclose your information in the course of administering our various healthcare services.
- **Care Reminders:** We may use your contact information to remind or notify you of the benefits of a health service.
- **Legal Requirements:** If necessary, we may be legally required to disclose your protected health information to comply with applicable laws, regulations, search warrants, subpoenas, discovery requests, or court orders.
- **Other Uses and Disclosures:** We may use medical information for other disclosures; however, this will only be done with your prior written authorization.

Rights Regarding Your Protected Health Information

You have the following rights regarding your protected health information:

- **Right to Inspect and Copy:** Upon written request, you have the right to inspect your health information.
- **Right to Amend:** If you feel there is a mistake or oversight in any of our records, you may request in writing that we amend your information.
- **Right to Previously Disclosed Information:** You may request a list of when, to whom, and for what purpose your information has been released over a six year period.
- **Right to Receive Notice:** You have the right to receive a paper copy of this privacy notice and/or an electronic copy by email upon your request.
- **Right to Revoke Notice:** You have the right to revoke prior authorizations to disclose your information upon written notice to UCHealth Plan Administrators.
- **Right to Request Restrictions on Certain Uses & Disclosures:** You may request that we restrict the disclosure of certain confidential information, subject to various limitations.
- **Right to Receive Protected Health Information by Alternative Means or in Alternative Locations:** You have the right to request that your protected health information be provided by alternative means or at alternative locations.

Changes

This privacy notice may be revised from time to time. Any new notice will be effective immediately for any and all confidential information we maintain. Upon revision, this notice will be available upon request and displayed prominently on our website and in our office locations. For more information on your rights regarding protected health information, please contact UCHealth Plan