

**Reliance Health, Inc.**  
40 Broadway, Norwich, CT 06360  
Telephone: (860) 887-6536 Fax: (860) 885-1970  
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## *Notice of Privacy Practices*

**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.**

Effective/Revision Date: April 14, 2003/ July 12, 2013

If you have any questions about this Notice or would like further information concerning your privacy rights, please contact Reliance Health, Inc.'s Privacy Officer at (860) 887-6536 ext. 214

### **PURPOSE OF THE NOTICE OF PRIVACY PRACTICES**

This Notice of Privacy Practices (the "Notice") is meant to inform you of the ways we may use or disclose your protected health information. It also describes your rights to access and control your protected health information and certain obligations we have regarding the use and disclosure of your protected health information.

Your "protected health information" is information about you created and received by us, including demographic information, that may reasonably identify you and that relates to your past, present or future physical or mental health or condition, or payment for the provision of your health care. We are required by law to maintain the privacy of your protected health information and you have the right to and will receive notification from us of a breach of your unsecured protected health information, if such a breach occurs.

We are also required by law to provide you with this Notice of our legal duties and privacy practices with respect to your protected health information and to abide by the terms of the Notice that is currently in effect. However, we may change our notice at any time. The new revised Notice will apply to all of your protected health information maintained by us. You will not automatically receive a revised Notice. If you would like to receive a copy of any revised Notice you should access our web site at [www.RelianceHealth.org](http://www.RelianceHealth.org), contact the Reliance Health Privacy Officer or ask your Reliance Health contact person at your next appointment.

### **HOW WE MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION**

The Reliance Health Inc. will ask you to sign a consent form that allows Reliance Health Inc. to use and disclose your protected health information for treatment, payment and health care operations. You will also be asked to acknowledge receipt of this Notice.

The following categories describe some of the different ways that we may use or disclose your protected health information. Even if not specifically listed below, Reliance Health may use and disclose your protected health information as permitted or required by law or as authorized by you. We will make reasonable efforts to limit access to your protected health information to those persons or classes of persons, as appropriate, in our workforce who need access to carry out their duties. In addition, if required, we will make reasonable efforts to limit the protected health information to the minimum amount necessary to accomplish the intended purpose of any use or disclosure and to the extent such use or disclosure is limited by law.

- **For Treatment** - We may use and disclose your protected health information to provide you with psychosocial/rehabilitative services. Your protected health information may be used to refer you to other providers or to send your records to another treating health care professional. If we are permitted to do so, we may also disclose your protected health information to individuals or facilities that will be involved with your care after you leave Reliance Health. We may also use or disclose your protected health information in an emergency situation.
- **For Payment** - We may use and disclose your protected health information so that we can bill and receive payment for the services you receive. For billing and payment purposes, we may disclose your health information to your

payment source, including insurance or managed care company, Medicare, Medicaid, or another third party payer. For example, when we bill your insurance provider, we may have to notify them of the services you receive from us in order to receive payment for those services, or we may contact your insurance provider to confirm your coverage.

- **For Health Care Operations** - We may use and disclose your health information as necessary for operations of Reliance Health, Inc. such as quality assurance and improvement activities, reviewing the competence and qualifications of health care professionals, medical review, legal services and auditing functions, and general administrative activities of Reliance Health. For example, members of the Reliance Health Quality Assurance Team may use your healthcare information to work to improve the quality of services we provide.
- **Business Associates** - There may be some services provided in our organization through contracts with business associates, such as electronic healthcare records management, legal or accounting consultants, or clinical services. We may disclose your protected health information to our business associate so that they can perform the job we have asked them to do. To protect your health information, we require our business associates to enter into a written contract that requires them to appropriately safeguard your information.
  - **Appointment Reminders**- We may use and disclose protected health information to contact you as a reminder that you have an appointment at Reliance Health
- **Treatment Alternatives and Other Health-Related Benefits and Services** - We may use and disclose protected health information to tell you about or recommend possible treatment options or alternatives and to tell you about health related benefits, services, or medical education classes that may be of interest to you.
- **Individuals Involved in Your Care or Payment of Your Care** - Unless you object, we may disclose your protected health information to a family member, a relative, a close friend or any other person you identify, if the information relates to the person's involvement in your health care or payment related to your health care to notify the person of your location or general condition related to your health care.
- **Disaster Relief** - We may disclose your protected health information to a public or private entity authorized by law to assist in a disaster relief effort. If you are unable to agree or object to such a disclosure we may disclose such information if we determine that it is in your best interest based on our professional judgment or if we reasonably infer that you would not object.
- **Public Health Activities** - We may disclose your protected health information to a public health authority that is authorized by law to collect or receive such information such as for the purpose of preventing or controlling disease, injury, or disability, reporting births or deaths, reporting child abuse or neglect, notifying individuals of recalls of products they may be using, notifying a person who may have been exposed to a disease or may be at risk of contracting or spreading a disease or condition.
- **Health Oversight Activities** - We may disclose your protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections, and licensure.
- **Judicial and Administrative Proceedings** - If you are involved in a lawsuit or a dispute, we may disclose your protected health information in response to your authorization or a court or administrative order. We may also disclose your protected health information in response to a subpoena, discovery request, or other lawful process if such disclosure is permitted by law.
- **Law Enforcement** - We may disclose your protected health information for certain law enforcement purposes if permitted or required by law. For example, to report gunshot wounds; to report emergencies or suspicious deaths; to comply with a court order, warrant, or similar legal process; or to answer certain requests for information concerning crimes.
- **Coroners, Medical Examiners, Funeral Directors, Organ Procurement Organizations** - We may release your protected health information to a coroner, medical examiner, funeral director, or, if you are an organ donor, to an organization involved in the donation of organs and tissues.
- **To Avert a Serious Threat to Health or Safety** - We may use and disclose your protected health information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Disclosure would, however, be limited to someone able to help lessen or prevent the threat.
- **Military and Veterans** - If you are a member of the armed forces, we may use and disclose your protected health information as required by military command authorities or the Department of Veterans Affairs.
- **National Security** - If required by law, we may disclose your protected health information to authorized federal officials for the conduct of lawful intelligence, counter-intelligence, and other national security activities authorized by law. If required by law, we may disclose your protected health information to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.

- **Inmates/Law Enforcement Custody** – If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may disclose your health information to the institution or official for certain purposes including your own health and safety as well as that of others.
- **Special Rules Regarding Disclosure of Behavioral Health, Substance Abuse and HIV-Related Information-** For disclosures concerning protected health information relating to care for psychiatric conditions, substance abuse or HIV-related testing and treatment, special restrictions may apply. For example, we generally may not disclose this specially protected information in response to a subpoena, warrant or other legal process unless you sign a special Authorization or a court orders the disclosure.
  - **Psychiatric Information** - Certain mental health information may be disclosed for treatment, payment and health care operations as permitted or required by law. Otherwise, we will only disclose such information pursuant to an authorization, court order or as otherwise required by law. For example, all communications between you & your Service Coordinator, Employment Specialist and/or other Reliance Health contact person will be privileged and confidential in accordance with State & Federal law.
  - **Substance Abuse Treatment Information** - If you are treated in a specialized substance abuse program, the confidentiality of alcohol and drug abuse patient records is protected by Federal law and regulations. Generally, we may not say to a person outside the program that you attend the program, or disclose any information identifying you as an individual being treated for drug or alcohol abuse, unless:
    1. You consent in writing;
    2. The disclosure is allowed by a court order; or
    3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation. Violation of these Federal laws and regulations by us is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the substance abuse program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.
  - **HIV-Related Information** – We may disclose HIV-related information as permitted or required by State Law. For example, your HIV-related information, if any, may be disclosed without your authorization for treatment purposes, certain health oversight activities, pursuant to a court order, or in the event of certain exposures to HIV by personnel of Reliance Health, another person, or known partner (if certain conditions are met).
- **Worker’s Compensation-** We may use or disclose your protected health information as permitted by laws relating to worker’s compensation or related programs.
  - **Fundraising Activities-** We may use certain protected health information, such as your name, address and phone number and other contact information, age, gender, date of birth, the dates you received treatment or services, department of service, treating physician, outcome information, and health insurance status to contact you in an effort to raise money for Reliance Health. We may also disclose contact information for fundraising purposes to a foundation related to Reliance Health. If you do not want to be contacted for this purpose, you have the right to opt out of receiving such communications by contacting Reliance Health at the contact information below. Even if you opt out, we may provide you with a method to opt back in to receive such communications.

#### **WHEN WE MAY NOT USE OR DISCLOSE YOUR PROTECTED HEALTH INFORMATION**

We will obtain your written authorization (an "Authorization") prior to making any use or disclosure other than those described above. A written Authorization is designed to inform you of a specific use or disclosure, other than those set forth above, that we plan to make of your health information. The Authorization describes the particular health information to be used or disclosed and the purpose of the use or disclosure. Where applicable, the written Authorization will also specify the name of the person to whom we are disclosing the health information. The Authorization will also contain an expiration date or event. You may revoke a written Authorization previously given by you at any time but you must do so in writing. If you revoke your Authorization, we will no longer use or disclose your health information for the purposes specified in that Authorization except where we have already taken actions in reliance on your Authorization.

#### **WHEN WE MAY NOT USE OR DISCLOSE YOUR PROTECTED HEALTH INFORMATION**

Except as described in this Notice, or as permitted by Connecticut or Federal law, we will not use or disclose your protected health information without your written authorization. Your written authorization will specify particular uses  
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or disclosures that you choose to allow. Under certain limited circumstances, Reliance Health may condition services on the provision of an authorization, such as research related to treatment. If you do authorize us to use or disclose your protected health information for reasons other than that treatment, payment or health care operations, you may revoke your authorization in writing at any time by contacting Reliance Health's Privacy Officer. If you revoke your authorization, we will no longer use or disclose your protected health information for the purpose covered by the authorization, except where we have already relied on the authorization.

#### **Examples of Uses and Disclosures that Require Your Prior Authorization**

- **Service Coordination Notes-** A signed authorization is required for the use and disclosure of your Service Coordination notes except for our own use to provide you with services, for our training programs, and to defend ourselves in a legal action or other proceeding.
- **Marketing-** A signed authorization is required for the use or disclosure of your protected health information for a purpose that encourages you to purchase or use a product or service except for certain limited circumstances such as when the marketing communication is face-to-face or when marketing includes the distribution of a promotional gift of nominal value provided by Reliance Health.
- **Sale of Protected Health Information-** Except when permitted by law, we will not sell your protected health information unless we receive a signed authorization from you.
- **Uses and Disclosures Not Described in this Notice-** Unless otherwise permitted by Federal or State law, other uses and disclosures of your protected health information that are not described in this Notice will be made only with your signed authorization.

#### **YOUR HEALTH INFORMATION RIGHTS**

You have the following rights with respect to your protected health information:

- **Right to Request Restrictions of Your Protected Health Information -** You have the right to request that we restrict the way we use or disclose your health information for treatment, payment or health care operations. However, we are not required to agree to the restriction. If we do agree to a restriction, we will honor that restriction except in the event of an emergency and will only disclose the restricted information to the extent necessary for your treatment. You can obtain a Request for Restriction form from The Reliance Health Privacy Officer. You may require a restriction on disclosure of your protected health information to a health plan (other than Medicare or other federal health care program that requires Reliance Health to submit information) and Reliance Health must agree (unless otherwise required by law) to your request, if it is for purposes of payment or other health care operations (but not treatment) if you paid out of pocket, in full, for the item or service to which the protected health information pertains. Otherwise, we are not required to agree to your requested restriction. If or when we agree to accept your requested restriction, we will comply with your request except as needed to provide you with emergency treatment. If restricted protected health information is disclosed to a health care provider for emergency treatment, we will request that such health care provider not further use or disclose the information. In addition, you and Reliance Health may terminate the restriction (other than a restriction to a health plan for purposes of payment) if the other party is notified in writing of the termination. Unless you agree, the termination of the restriction is only effective with respect to protected health information created or received after we have informed you of the termination.
- **Right to Receive Confidential Communications -** You have the right to request a reasonable accommodation regarding how you receive communications of protected health information. You have the right to request an alternative means of communication or an alternative location where you would like to receive communications. You may submit a request in writing to the Reliance Health Privacy Officer requesting confidential communications.
- **Right to Access, Inspect and Copy Your Protected Health Information -** You have the right to access, inspect and obtain a copy of your protected health information that is used to make decisions about your care for as long as the protected health information is maintained by Reliance Health. You also have the right to obtain an electronic copy of any of your protected health information that we maintain in electronic format. You also have the right to request that Reliance Health transmit a copy of your protected health information directly to another person designated by you. To access, inspect and copy your protected health information that may be used to make decisions about you, you must submit your request in writing to the Reliance Health Privacy Officer. If you request a copy of the information, we may charge a fee for the costs of preparing, copying, mailing or other supplies associated with your request. We may deny, in whole or in part, your request to access, inspect and

copy your protected health information under certain limited circumstances. If we deny your request, we will provide you with a written explanation of the reason for the denial. You may have the right to have this denial reviewed by an independent health care professional designated by us to act as a reviewing official. This individual will not have participated in the original decision to deny your request. You may also have the right to request a review of our denial of access through a court of law. All requirements, court costs and attorney's fees associated with a review of denial by a court are your responsibility. You should seek legal advice if you are interested in pursuing such rights.

- **Right to Amend Your Protected Health Information** - You have the right to request an amendment to your protected health information created and maintained by Reliance Health Inc. for as long as the information is maintained by or for Reliance Health, Inc. Your request must be made in writing to the Reliance Health Privacy Officer and must state the reason for the requested amendment. If we deny your request for amendment, we will give you a written denial including the reasons for the denial and the right to submit a written statement disagreeing with the denial. We may rebut your statement of disagreement. If you do not wish to submit a written statement disagreeing with the denial, you may request that your request for amendment and your denial be disclosed with any future disclosure of your relevant information.
- **Right to Receive An Accounting of Disclosures of Protected Health Information** - You have the right to request an accounting of certain disclosures of your protected health information by Reliance Health or by others on our behalf. We are not required to account for all disclosures, including disclosures for treatment, payment or health care operations. However, effective January 1, 2014, if we have made any disclosures for treatment, payment or operations through an electronic health record, we are required to include those disclosures that occurred within three (3) years of the date of your request. To request an accounting of disclosures, you must submit a request in writing, stating a time period beginning on or after April 14, 2003 that is within six (6) years (or on or after January 1, 2014 that is within three (3) years for disclosures of protected health information through an electronic health record) from the date of your request. The first accounting provided within a twelve-month period will be free. We may charge you a reasonable, cost-based fee for each future request for an accounting within a single twelve-month period. However, you will be given the opportunity to withdraw or modify your request for an accounting of disclosures in order to avoid or reduce the fee. Please note that, at times, companies we work with (called "business associates") may have access to your protected health information. When you request an accounting of disclosures from Reliance Health, we may provide you with the accounting of disclosures or the names and contact information of our business associates, so that you may then contact them directly for an accounting of disclosures.
- **Right to Obtain A Paper Copy of Notice** - You have the right to obtain a paper copy of this Notice, even if you have agreed to receive this Notice electronically. You may request a copy of this Notice at any time by contacting Reliance Health, Inc. In addition, you may obtain a copy of this Notice at our web site, [www.RelianceHealth.org](http://www.RelianceHealth.org).
- **Right to Request Transmission of Your Protected Health Information in Electronic Format**- You may direct us to transmit an electronic copy of your protected health information that we maintain in electronic format to an individual or entity you designate. To request the transmission of your electronic health information, you must submit the request in writing to the Reliance Health Privacy Officer.
- **Right to Complain** - You may file a complaint with us or the Secretary of Health and Human Services if you believe your privacy rights have been violated. You will not be penalized for filing a complaint and we will make every reasonable effort to resolve your complaint with you. To file a complaint, please contact:

Reliance Health Privacy Officer  
40 Broadway, Norwich, CT 06360  
860-887-6536 x214

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**Telephone: (860) 887-6536 Fax: (860) 885-1970**  
**e-mail: [PrivacyOfficer@RelianceHealth.org](mailto:PrivacyOfficer@RelianceHealth.org)**

**Notice of Privacy Practices**  
**Acknowledgment and Consent Form**

I understand the need for Reliance Health, Inc. to use or disclose protected health information [PHI] for the purposes of carrying out treatment, obtaining payment or conducting certain healthcare operations. Protected health information may include HIV/AIDS related information, psychiatric and other mental health information, and drug and alcohol treatment information. I understand that further information regarding how Reliance Health will use and disclose my information can be found in Reliance Health's Notice of Privacy Practices.

**By signing below, I am stating that I have received a copy of Reliance Health's Notice of Privacy Practices and that I consent to the uses and disclosures necessary to perform treatment, payment, and healthcare operations.**

\_\_\_\_\_  
*Print Name of Individual or Personal Representative*

\_\_\_\_\_  
*Signature of Individual or Personal Representative*

\_\_\_\_\_  
Date

\_\_\_\_\_  
*Print Name of Witness*

\_\_\_\_\_  
*Signature of Witness*

\_\_\_\_\_  
Date

If signed by the individual's representative, describe the legal authority of the representative to act on behalf of the individual: \_\_\_\_\_

Unable to obtain written consent and acknowledgment because:

Individual refused

Other: \_\_\_\_\_