



## Corporate Lactation Services

### Participant Confidentiality Statement

We keep program participants' financial and health information private as required by law, accreditation standards and our own policies. This Notice explains your rights, our legal duties and our privacy practices.

### **Your Private Information**

We use physical, technical, and procedural methods to protect your private information. We share it only with our employees; affiliates or others who need it to provide service on your policy, to do insurance business, or for other legally allowed or required purposes.

### **Your Health Information**

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

### **For Health Care Operations**

We may use and disclose information about you for our operations. For example, we may use information about you:

- To review the quality of care and services you receive
- To provide your case management or care coordination services or
- For quality or accreditation reviews

We may contact you with information about treatment options or other health-related benefits and services. If you are in a group health plan, we may share certain health information with your employer or other organizations. Plan sponsors that receive this information are required by law to have controls in place to protect it from improper uses.

**As Allowed or Required by Law:** Information about you may be shared with regulators for audits, licensure or other proceedings; for administrative or other legal proceedings; to public health authorities; or to law enforcement officers, such as to comply with a court order or subpoena.

**Authorization:** We will get your written permission before we use or share your protected health information for any other purpose, unless otherwise allowed or required by law. You may withdraw this permission at any time, in writing. We will then stop using your information for that purpose. However, if we have already used your information based on your authorization you cannot take back your authorization for those agreements of past situations.

## **Your Rights**

Under privacy regulations effective April 14, 2003, you have the right to:

- See or get a copy of information that we have about you or correct your personal information that you believe is missing or incorrect. If someone else (such as your doctor) gave us the information, we will tell you whom, so that you can ask him or her to correct it.
- Ask us not to use your health information for payment or health care operations activities. We are not required to agree to these requests.
- Ask us to communicate with you about health matters using reasonable alternative means or at a different address, if communications to your home address could endanger you.
- Receive a list of disclosures of your health information on that we make on or after April 14, 2003 except when:
  - You have authorized the disclosure;
  - The disclosure is made for treatment, payment or health care operations; or
  - The law otherwise restricts the accounting.

If you believe we have not protected your privacy, you can file a complaint with us, or with the federal government. We will not take action against you for filing a complaint.

## **Copies and Changes**

You have the right to receive another copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy.

We reserve the right to change this notice. A revised notice will apply to information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever privacy notice is currently in effect. We will communicate any changes to our notice through subscriber newsletter, mail, and/or our website.

## **Contact Information**

If you want to exercise your rights under this notice or if you wish to talk with us about privacy issues or to file a complaint, please contact us at 1-888-818-5653.