

Chemung ARC, Chapter, NYSARC Inc.**Notice of Privacy Practices**

This notice describes Chemung ARC privacy practices and the privacy rights of people we serve. A longer Privacy Notice (required by the Federal HIPAA Privacy Rule) is also available.

The HIPAA Privacy Rule does not change the way you get services from OPWDD, or the privacy rights you have always had under State Mental Hygiene law. The Privacy Rule adds some details about how you can exercise your rights.

This notice is effective as of September 1, 2013. If you have any questions about this notice, please contact the Quality Enhancement Director at 607.734.6151, extension 121.

Our Privacy Commitment to You

At Chemung ARC, we are committed to protecting your privacy and sharing information only with those who need to know and are allowed to see the information to assure quality services for you.

Your Clinical Information Rights

- ❑ You have a right to see your clinical information and obtain a copy.
- ❑ If we deny your request to see your clinical information, you have the right to request a review of that denial.
- ❑ You have the right to ask Chemung ARC to change or amend clinical information that you believe is incorrect or incomplete.
- ❑ You have the right to request a list of the disclosures Chemung ARC has made of your clinical information.
- ❑ You have the right to request a restriction on uses or disclosures of your health information.
- ❑ You have the right to request that Chemung ARC communicate with you in a way that will help keep your information confidential.
- ❑ You have the right to receive a paper copy of this notice. You may ask Chemung ARC staff to give you another copy.

How Chemung ARC Uses and Discloses Clinical Information

- ❑ **Treatment:** Chemung ARC will use your clinical information to provide you with treatment and services. We may disclose clinical information to doctors, nurses, psychologists, social workers, Qualified Intellectual Disabilities Professionals (QIDP's), developmental aides, and other Chemung ARC staff, volunteers or interns who are involved in providing you care or

obtaining care for you.

- ❑ **Appointment Reminders:** We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment or services at one of our programs.
- ❑ **Payment:** Chemung ARC will use your clinical information so that we can bill and collect payment from you, a third party, an insurance company, Medicare or Medicaid or other government agencies.
- ❑ **Health Care Operations:** Chemung ARC will use clinical information for administrative operations, such as for quality improvement to review our treatment and services, to obtain legal services, to conduct fiscal audits and for fraud and abuse detection.

Other Uses and Disclosures that Do Not Require your Permission

If you have no objections, Chemung ARC may disclose health/clinical information about you to:

- ❑ To family members and friends who are involved in your care, if the information is relevant to their involvement.
- ❑ Federal or State authorities when required by law;
- ❑ To law enforcement when required.

Your Authorization is Required for Other Uses and Disclosures

For other types of uses and disclosures, Chemung ARC will require that we have a written authorization signed by you.

Changes to this Notice

We reserve the right to change this notice. We will offer you a revised copy of the notice at your next scheduled service-planning meeting.

Complaints

If you believe your privacy rights have been violated:

- ❑ You may file a complaint with the Quality Enhancement Director at Chemung ARC, 711 Sullivan Street, Elmira, New York 14901 (607-734-6151 ext. 121)
- ❑ You may also contact the Secretary of the Department of Health and Human Services. To write to them: 200 Independence Ave. S.W. HHH Building Room 509H, Washington, DC, 20201 or call them at 877-696-6775
- ❑ The federal Office for Civil Rights 200 Independence Ave. S.W. Room 509F, HHH Bldg. Washington, D.C., 20201 Phone 866-627-7748, TTY 886-4989 or e-mail www.hhs.gov/ocr.

All complaints must be submitted in writing. You will not be penalized for filing a complaint.