

Maryland Physicians Care MCO Notice of Privacy Practices

Maryland Physicians Care tries hard to keep your health information private. One of the ways Maryland Physicians Care does this is by creating a notice to tell you about your privacy rights.

This “Notice of Privacy Practices” tells how Maryland Physicians Care uses your health information. It also explains Maryland Physicians Care’s duties and your rights. Please read this document carefully. Keep it in a safe place so you can refer to it in the future.

MARYLAND PHYSICIANS CARE MCO

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.

This notice tells how Maryland Physicians Care handles your health information. It also tells how we protect your information. Finally, this notice tells you your rights about your health record.

If you have any questions about this notice, please call Maryland Physicians Care Customer Service at 1-800-953-8852. If you have trouble hearing, you can call our TDD/TTY number, 1-800-735-2258.

What do we do with your health information?

Member services: The Customer Service Department is trained to answer your calls. They sometimes must see your health information to answer your questions.

Helping with your treatment: Maryland Physicians Care may use your health information to help manage your health care or decide what treatments are covered by your benefits. We may also tell you about different services, such as shots, checkups, or medical screenings. We may also send you reminders about appointments, immunizations and other services.

We may share your health information with other people that give you care. This could include doctors, hospitals, drug stores, and others.

Family and friends: Maryland Physicians Care may give out your health information to a family member or friend who is helping you with your care or who is helping you pay for your care. For example, if you have an accident, Maryland Physicians Care may need to talk with this person. If you do not want us to give your health information to family members or friends that are helping you, please let us know. You can reach us at the address and phone number at the end of this notice.

Payment for your treatment: Maryland Physicians Care will use your health information and may share it with others to pay for your care. For example, your doctor must send a claim form to us that shows your health information. We may also use your health information to review the care your doctor gives you or to review your use of health benefits.

If you disagree with our decision on paying a claim, you or your doctor may appeal it. When you do, we will

look at your records to decide how to answer your appeal.

Health care operations: Maryland Physicians Care may use your health information to help us do our job. We may use your health information for:

- Health Promotion and Disease Prevention
- Case Management
- Quality Improvement
- Accounting and Audits
- Legal matters
- Fraud prevention
- Insurance administration
- Business management and planning

For example, if you have a health problem, a case manager may work with your doctor to get you health care services. The case manager may also refer you to government programs or other places that can help you.

Public purposes: Maryland Physicians Care may use or give out your health information for certain public purposes. Examples of these are:

Required by Law: Federal, state, or local laws sometimes require us to give your health information to others. For example, we must give out information for the workers' compensation program on work-related injuries.

Public Health: We may report certain medical information for public health purposes.

Public Safety: We may give out health information, including mental health information under some circumstances if permitted by Maryland law, for public safety purposes. For example, we may give out health

information to law enforcement officials if they give us a search warrant or a grand jury subpoena, to help them identify or locate a person, to prevent a serious threat to someone, or for other reasons.

Research: We may use your health information for research projects. To do this, we will either ask your permission to use your health information or we will use a special process that protects the privacy of your information.

Oversight: Maryland Physicians Care is often examined by government agencies to make sure we or your care providers are doing a good job. When these agencies do their review, we must let them see our members' records.

Disputes: We may give out your health information if it is legally required in a lawsuit or legal dispute.

Deceased Persons: We may give out information about deceased persons to coroners, medical examiners, funeral directors, or organ donation agencies.

Military, Veterans, National Security and Other Government Purposes: We may give your health information as required for military, intelligence and national security purposes.

Other uses of your information: If Maryland Physicians Care needs to use or give out your health information for other reasons that we haven't talked about here, we will first ask your permission.

If you give us your permission to use or give out your health information, you may cancel your permission at any time. If we have already done something based on your permission before you cancel it, we cannot change it. To cancel your permission, write to us at the address at the end of this notice.

What are your rights?

Right to see and copy your record: You have the right to look at your own health plan record and to get a copy of it. If you want to request a copy of your health plan record, write to us at the address at the end of this notice.

If you want a copy of your medical records, you need to contact your doctor's office or the health care facility where you were treated.

Right to ask for a change to your record: If you look at your record and see that some of the information is wrong or incomplete, you can ask us to change that information. To ask us to change your information, write to us at the address at the end of this notice. Your request must clearly tell us what information you want to change.

Right to get a list of people or groups that received your health information: You have the right to get a list of the people and groups that we gave your health information to. If you want to get that list, write to us at the address at the end of this notice.

Right to ask for private communications: If you think that the normal way we communicate with you will be dangerous to you, please let us know. We will do our best to help communicate with you in a way that is more private.

Right to ask for special treatment for your health information: Maryland Physicians Care may use your health information in the ways we talked about in this notice. You can ask us not to use your information in these ways. We are not required to agree to your request, but we will give it serious thought. If we do agree to give your health information special treatment, we will follow our agreement with you. If you want to make this request, write to us at the address at the end of this notice.

Right to get a paper copy of this notice: If you got this notice electronically, you have the right to a paper copy. You may get a paper copy of the notice from our Web site at www.marylandphysicianscare.com or we will mail one to you.

Will we change this notice?

By law, Maryland Physicians Care must give you this notice. We must follow what we say in this notice. We also have the right to change this notice if we change how we handle health information, and to make those changes apply to all of the information we hold. You can get a copy of the most current notice on our Web site at www.marylandphysicianscare.com or we will mail a copy to you.

What if you have questions or concerns?

If you have questions or concerns about your privacy, please call Customer Service at 1-800-953-8852.

If you have trouble hearing, call our TDD/TTY number, 1-800-735-2258.

You may also write us at:

Maryland Physicians Care MCO
Attn: Privacy Coordinator
7104 Ambassador Road, Suite 100
Baltimore, MD 21244

If for some reason you are not satisfied with our response to your concerns, you may file a complaint with Maryland Physicians Care by using our phone

number or address. You may also file a complaint with the Department of Health and Human Services, Office for Civil Rights. You can call us to get the right address for the Office for Civil Rights.

If you file a complaint with the Office for Civil Rights, you will not lose your Maryland Physicians Care membership or health care benefits, and we will not retaliate against you in any way.

Effective Date: April 14, 2003