

H. Your Rights Regarding Medical Information about You

- **Requesting Restrictions:** You have the right to ask for restrictions on the ways we use and disclose your health information for treatment, payment and health care operation purposes. You may also request that we limit our disclosures to persons assisting in your care or payment for your care. CCC will consider your request, but we are not required to accept it.
- **Confidential Communication:** You have the right to request that you receive communications containing your protected health information from us by alternative means or at alternative locations. For example, you may ask that we only contact you at home or by mail.
- **Access and Copies:** Except under certain circumstances, you have the right to inspect and copy medical, billing and other records used to make decisions about you. If you ask for copies of this information, we may charge you a fee for copying and mailing.
- **Amendment:** If you believe that information in your record is incorrect or incomplete, you have the right to ask us to correct the existing information or add missing information. Under certain circumstances, we may deny your request, such as when the information is accurate and complete. You may send a statement of disagreement.
- **Accounting of Disclosures:** You have a right to receive a list of certain instances when we have used or disclosed your medical information. We are not required to include in the list uses and disclosures for treatment, payment for services furnished to you, or health care operations, disclosures to you; disclosures you give us authorization to make; and uses and disclosures before August 20, 2007, among others. If you ask for this information from us more than once every 12 months, we may charge you a fee.

- **Other:** You have the right to a copy of this notice in paper form. You may ask us for a copy at any time. You may also obtain a copy of this form at our web site www.cccofva.org.

I. Changes to this Notice

We may at times update this notice. Changes to this notice will apply to the information that we already have about you as well as any information that we may receive or create in the future. Our current notice is posted at www.cccofva.org. You may request a copy at any time.

J. To File a Complaint or Receive more Information

If you are concerned that your privacy rights may have been violated, or you disagree with a decision we made about access to your records, you may contact our Privacy Office at Commonwealth Catholic Charities, 1512 Willow Lawn Drive, Richmond, VA 23230.

You may also file a complaint with the Secretary of the US. Department of Health and Human Services, 200 Independence Avenue SW, Washington, D.C. 20201; email: OCRMail@hhs.gov; 877-696-6775.

You will not be penalized or retaliated against for filing a complaint.

To obtain more information concerning this notice, you may contact our Privacy Officer at Commonwealth Catholic Charities, 1512 Willow Lawn Drive, Richmond, VA 23230.



**Commonwealth Catholic Charities
provides professional human services
to all people.**

CCC Programs and Services

- Adoption and specialized foster care
- Pregnancy counseling
- Home care for the elderly and disabled
- Emergency food, financial assistance and debt management
- Homeless services
- Services for the deaf and hard of hearing
- Guardianship services
- Services for seniors who live alone
- Court appointed visitation for children

For more information about CCC programs, call 804-285-5900 or visit our website at www.cccofva.org.

Offices

Richmond (Home Office)

1512 Willow Lawn Dr.
Richmond, VA 23230
804-285-5900

Roanoke

541 Luck Ave., S.W.
Roanoke, VA 24016

Norton

1024 Park Ave., NW
Norton, VA 24273



**Notice of Privacy Practices
Effective January 1, 2008**



**Client Rights to Privacy
as established by the Privacy Rule
Health Insurance Portability and
Accountability Act of 1996 (HIPAA)**



A. Our Commitment to your Privacy

Commonwealth Catholic Charities (CCC) understands the importance of keeping your personal and health information secure and private and will take appropriate steps to attempt to safeguard any medical or other personal information that is provided to us. CCC is required by law to provide you with this notice. This notice informs you of your rights about the privacy of your medical information and how we may use and share that information.

The Privacy Rule under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires CCC to: (i) maintain the privacy of medical information provided to us; (ii) provide notice of our legal duties and privacy practices; and (iii) abide by the terms of our Notice of Privacy Practices currently in effect.

B. Who will Follow this Notice

This notice describes the practices of CCC employees, staff, students, interns and other direct care givers as well as volunteers, who may be providing office, home based or community service on behalf of CCC. These individuals may share medical information with each other for treatment, payment and health care operation purposes described in this notice.

C. What Types of Information do we Collect

In the ordinary course of receiving treatment and health care services from CCC, you will be providing us with personal information such as:

- Your name, address, phone number, social security number and date of birth
- Information relating to your medical history and /or family medical history
- Your insurance information and coverage
- Information concerning your doctor, nurse or other medical providers
- Employment information

In addition , we will gather certain medical information about you and will create a record of the care provided to you. Some information also may be provided to CCC by other individuals or organizations that are part of your “circle of care” - such as the referring physician, other doctors, your health plan and close friends or family members.

D. How do we Protect the Privacy of your Personal Information?

Keeping your information safe is one of our most important duties. We limit access to your personal information to those who need it. We maintain appropriate safeguards to protect it. For example, we protect access to our buildings and computer systems. Our Privacy Officer also assures the training of our staff on our privacy and security policies.

E. How CCC may Use and Share your information for Payment, Treatment and Health Care Operations

CCC may use and disclose personal and identifiable health information about you for a variety of purposes. All of the types of uses and disclosures of information are described below, but not every use or disclosure in a category is listed.

- **Required Disclosures:** CCC is required to disclose health information about you to the Secretary of Health and Human Services, upon request, to determine our compliance with HIPAA and to you, in accordance with your right to access and right to receive an accounting of disclosures, as described below.
- **Treatment:** CCC may use and share your personal information with health care providers for coordination and management of your care. Providers include: physicians, hospitals, and other caregivers who provide services to you.
- **Payment:** CCC may use and disclose health information about you to bill for our services and to collect payment from you or your insurance company. For example, we may need to give a payor information about your current medical condition so that it will pay us for services that we have furnished you. We may also need to inform your payor of the prescribed treatment that you are going to receive in order to obtain prior approval or to determine whether the service is covered.

- **Health Care Operations:** CCC may use and disclose information about you for the general operation of our business. For example, we sometimes arrange for accreditation organizations, auditors or other consultants to review our facilities, evaluate our operations, and tell us how to improve our services. We may use and disclose your health information to review the quality of services provided to you.

F. What other Ways do we use or Share your Information?

We may also use and share your information for the following:

- **Health Care Oversight and Law Enforcement:** To comply with federal or state oversight agencies. These may include your state department of insurance or the U.S. Department of Labor.
- **Legal Proceedings:** To comply with a court order or other lawful process.
- **Plan Sponsors:** To permit the sponsor of your health plan to service your benefits. Please see your plan documents for more information.
- **Research:** To researchers where all procedures required by law have been taken to protect the privacy of the data.
- **Others Involved in your Health Care:** We may share certain personal information with a relative, such as your spouse, close personal friend, or others you have identified as being involved in your care or payment for that care. We may also use and disclose health information about you for disaster relief efforts and to notify persons responsible for a client’s care about a client’s location, general condition or death.
- **Personal Representatives:** CCC may share personal information with those having a relationship that gives them the right to act on your behalf. Examples include parents of an unemancipated minor or those having a Power of Attorney.

- **Business Associates:** CCC sometimes works with outside individuals and businesses who help us operate our business successfully. We may disclose your health information to these business associates so they can perform the tasks that we hire them to do. Our business associates must respect the confidentiality of your personal and identifiable health information.

- **Appointment Reminders:** CCC may use and disclose medical information to contact you as a reminder that you have an appointment or that you should schedule an appointment.
- **Treatment Alternatives:** CCC may use and disclose your personal health information in order to tell you about or recommend possible treatment options, alternatives or health-related services that may be of interest to you.
- **Fundraising:** CCC may use your protected health information to contact you in an effort to raise funds for our operations.
- **Other Situations:** CCC may share personal information in certain public interest situations. Examples include protecting victims of abuse or neglect; preventing a serious threat to health or safety; tracking diseases or medical devices; or informing military or veteran authorities if you are an armed forces member. We may also share your information with coroners: for workers’ compensation; for national security and as required by law.

G. Other Uses and Disclosures of Personal Information

CCC is required to obtain written authorization from you for any other uses and disclosures of individually identifiable medical information other than those described above. If you provide us with such permission, you may revoke that permission in writing at any time. If you revoke your permission, CCC will no longer use or disclose personal information about you for the reasons covered by your written authorization, except to the extent we have already relied on your permission.