

## You Have a Right to:

**Request restrictions.** You have a right to ask BHCA to restrict the health information we use or disclose about you. BHCA will honor your request if possible, although we are not required by law to do so. If BHCA agrees to a restriction, we will follow it except in emergency situations.

**Request confidential communications.** You have the right to ask BHCA to send you information at a different address or in a different way. We must agree to do so, if it is reasonably easy.

**Inspect and copy.** You have a right to see your health information when you ask for it in writing. If you want copies of your health information, we may charge you a fee for copying, depending on your circumstances. You have a right to choose what parts of your information you want copied and to know the cost of copies before we make them.

**Request amendment.** You may ask BHCA to correct or add to your health record by writing to us. BHCA may deny the request if we decide that the health information: (1) is correct and complete; (2) was not created by us and/or is not part of our records; or (3) may not be disclosed. If BHCA agrees with the changes you requested, we will change your record and let you know. We will also tell others who need to know about the change in the health information.

**Get a list of disclosures.** You have a right to ask for a list of the disclosures of your health information made after April 14, 2003. Exceptions are health information that has been used for treatment, payment or health care operations. BHCA does not have to list disclosures that we made to you or that were based on your written authorization, or provided for national security, to law enforcement officials or to correctional facilities. There will be no charge for up to one of these lists each year.

**This Notice.** You have the right to receive a paper copy of this Notice and/or an electronic copy by email.

### For More Information

If you have questions and would like more information, you may contact: Angela Burden, RN, Quality Assurance Director at 410-649-0521 extension 3039.

### To Report a Concern about our Privacy Practices

If you believe your privacy rights have been violated:

- You may file a complaint with the Department of Health and Mental Hygiene, Division of Corporate Compliance at 1-866-770-7175; and/or
- You may file a complaint with the Secretary of the U.S. Department of Health and Human Services, Office of Civil Rights. You may call the Department of Health and Mental Hygiene for the contact information.

BHCA will take no retaliatory action against you if you make a complaint.

**Effective Date:** This notice is effective on April 14, 2003.



**Baltimore  
HealthCare  
Access, Inc.**

*One Calvert Plaza  
201 East Baltimore Street  
Suite 1000  
Baltimore, Maryland 21202  
410-649-0521*

---

## NOTICE OF PRIVACY PRACTICES

**THIS NOTICE IS TO LET YOU KNOW HOW MEDICAL  
INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED.  
IT ALSO EXPLAINS HOW YOU CAN GET ACCESS  
TO YOUR HEALTH INFORMATION.**

**PLEASE READ IT CAREFULLY.**

## Protecting Your Health Information

Baltimore HealthCare Access (BHCA) assists Baltimore City Medicaid and MCHP enrollees (and potential enrollees) to access comprehensive health care. We are also committed to protecting your health information. So that we can facilitate your access to treatment and/or assist you with accessing the benefits you are entitled to, and at times to facilitate processes that may affect your dependent's or your eligibility, BHCA will ask for information about your dependent's and/or your health. That information will be documented and forwarded to the appropriate parties and may become a part of your medical record. Any information recorded and/or maintained by BHCA will be limited to the scope of assistance you receive from or your involvement with BHCA. The medical record usually contains symptoms, examination and test results, diagnoses, and treatment. There are laws about how the medical record may be used and disclosed. BHCA must follow the privacy practices in this Notice. We may change our privacy practices and this Notice from time to time. You may ask BHCA for a copy of our latest Privacy Practices Notice.

The following will explain how BHCA may use and disclose your protected health information.

BHCA employees will only use your health information when doing their jobs. BHCA usually needs your written permission to access and share your dependent's and your health information. Some examples of uses and disclosures of your health information are:

### Uses and Disclosures Relating to Health Care Operations

BHCA may access, use and share your health information to check the quality of services you are receiving, to facilitate access to services, to verify your use of Medicaid benefits and your compliance with HealthChoice and/or Medicaid regulations. BHCA may access, use and share your dependent's and/or your health information to identify and/or connect you with available resources specific to the needs identified.

### Other Uses and Disclosures of Health Information Required or Allowed by law

**Required by law:** BHCA may disclose health information when the law says that we must.

**Information purposes:** Unless you tell us not to, BHCA may send appointment reminders and other materials to your home.

**Public health activities:** BHCA may disclose health information when we have to report diseases, injuries or vital statistics to other parts of the Health Department or to other public health agencies.

**Health oversight activities:** BHCA may disclose health information to other divisions in the Health Department or other agencies who provide oversight that is required by law. Examples of these oversight activities are audits, inspections, investigations, and licensure.

### Coroners, Medical Examiners, funeral directors and organ donations:

BHCA may disclose health information about a death to coroners, medical examiners or funeral directors. We may also share information with certain organizations about organ, eye, or tissue donations or transplants.

**Research purposes:** Under the supervision of an Institutional Review Board or other group that protects privacy, BHCA may sometimes disclose health information to assist with medical research.

**Avert threat to health or safety:** If there is a serious threat to health or safety, BHCA may disclose just enough health information to law enforcement or others to prevent or lessen the threat of harm.

**Abuse and neglect:** BHCA will disclose your health information to appropriate authorities if we believe that you and/or your dependent(s) might be a victim of abuse, neglect, domestic violence, or some other crime. BHCA may disclose just enough health information to avoid a serious threat to the health or safety of you or others.

**Specific government functions:** In some situations, BHCA may disclose health information about military personnel and veterans, and to correctional facilities. We may also disclose information about eligibility and enrollment to government benefit programs, and for national security reasons, such as protecting the President.

**Families, friends or others involved in your care:** BHCA may share your health information with people if they are involved in your care or payment for your care. BHCA may also share health information with people to notify them about your location, general condition, or death.

**Worker's compensation:** BHCA may disclose health information to worker's compensation programs that provide benefits for work-related injuries or illnesses, regardless of fault.

**Client directories:** BHCA does not have a directory of clients for callers or visitors who ask for you by name. You will not be identified to an unknown caller or visitor without authorization.

**Lawsuits, disputes and claims:** If you are involved in a lawsuit, a dispute, or a claim, BHCA may disclose your health information in response to a court or administrative order, subpoena, discovery request, investigation of a claim filed on your behalf, or other lawful process.

**Law enforcement:** BHCA may disclose your health information to law enforcement official if the law requires it, or in response to a subpoena.