

Your Privacy Rights

You have the following rights regarding the health information that we have about you. Your requests must be made in writing to Customer Services Department at LifeWays.

- Your Right to Inspect And Copy: In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying records.
- Your Right to Amend: You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.
- Your Right to a List of Disclosures: You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment, or business operations. This list will not include information provided directly to you or your family, or information that was sent with your authorization.
- Your Right to Request Restrictions on our use or Disclosure of Information: You have the right to ask for limits on how your information is used or disclosed. We are not required to agree to such requests.
- Your Right to Request Confidential Communications: You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. You do not have to explain the basis for your request.

Changes to this Notice

We reserve the right to revise this notice. A revised notice will be effective for 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 notice is currently in effect. Any changes to our notice will be published on our web site www.lifewayscmh.org and a new notice will be mailed to you.

How to Use Your Rights

If you have questions, need more information, or if you believe your privacy rights have been violated, you can file a complaint with the LifeWays Privacy Officer and/or the Department of Health and Human Services. Please note: you will not be penalized for filing a complaint with the LifeWays Privacy Officer and/or the federal government.

Complaints and Communications to LifeWays:

Jill Bevier, Privacy Officer
LifeWays Community Mental Health
1200 N. West Avenue
Jackson, MI 49202
Phone: (517) 780-3332 or (866) 630-3690
TTY/TDD: (517) 789-2492
Email: jill.bevier@lifewayscmh.org

Complaints to the Federal Government:

Office of Civil Rights
Dept. of Health and Human Services
200 Independence Avenue, S.W.
Washington DC 20201
Phone: (866) 927-7748
TTY: (866) 788-4989
Email: ocrprivacy@hhs.gov

LifeWays
Community Mental Health
www.lifewayscmh.org

Privacy Notice



HIPAA and Recipient Rights

A federal act called the Health Insurance Portability and Accountability Act (HIPAA) gives you rights in addition to what you have through LifeWays Recipient Rights. This notice gives you information on these additional rights under HIPAA. The HIPAA Act does not change your Recipient Rights at all. You will be given other information that describes your rights through Recipient Rights by your service provider.

Understanding the Type of Information We Have

We get information about you when you seek services through LifeWays Access Center and when you enroll to receive services through a LifeWays Network service provider. This includes your date of birth, gender, Social Security Number and other personal information. We also get claims and reports from your service provider and other data about services you have received, through LifeWays.

Our Privacy Commitment To You

We care about your privacy. The information we collect about you is private. We are required to give you a notice of our privacy practices. Only people who have the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purposes of treatment/services, payment,

business operations or when we are required by law to do so.

Treatment Services

We may disclose information about you to coordinate your services. For example, we may give information to a service provider in order for you to receive the services that you have agreed to through your Person-Centered Plan. We may use and disclose information so the care you get can be properly billed and paid for. For example, we may ask your case manager for details before we pay the bill for your care.

Business Operations

We may need to use and disclose information for our business operations. For example, we may use information to review the quality of services you get.

Exceptions

For certain kinds of records, your permission may be needed even for release for treatment, payment and business operations.

As Required By Law

We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our

activities by government agencies, to avert a serious threat to health or safety, or in other kinds of emergencies.

With Your Permission

If you give permission in writing, we may use and disclose your personal information in ways that are not included in the Privacy Notice. If you give permission, you have the right to change your mind and revoke it. This must be in writing, too. We cannot take back any uses or disclosures already made with your permission.

Copies of this notice

You have the right to receive an additional 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 of this notice. Please call or write to us to request a copy.

This notice is available in other languages and alternate formats that meet the guidelines for the Health Insurance Portability and Accountability Act (HIPAA).

Esta notificación esta disponible en otras lenguas y formatos diferentes que satisfacen las normas del Health Insurance Portability and Accountability Act (HIPAA).

For further information call or write LifeWays or visit our website at www.lifewayscmh.org.

LifeWays Privacy Notice: Revised 3/2011