

Notice of Privacy Practices

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| Document Type: Organizational Policy | |
| Controls Addressed: | |
| Control | Control Title |
| 164.520 | Establish and implement a policy and procedures on notice of privacy practices for PHI. |

Description

The purpose of this policy is to notify an individual of the uses and disclosures of protected health information (PHI) that will be statutorily made by the Covered Entity. An individual has a right to adequate notices of the uses and disclosures of PHI that may be made by the Covered Entity.

Policy

Prospera Law, LLP - Healthcare Compliance shall formulate and implement a "Notice of Privacy Practices" that shall contain the rights that can be exercised by individuals with respect to the privacy of their PHI and the practices in safeguarding the same by Prospera Law, LLP - Healthcare Compliance.

Prospera Law, LLP - Healthcare Compliance shall have the right to revise its privacy practices. Any such changes due to a revision shall be duly revised in the Notice. The changes shall take effect only after the revision and the publication of the revised Notice occur.

Prospera Law, LLP - Healthcare Compliance does not deem it necessary to distribute revised notices to individuals of prior revision times.

Prospera Law, LLP - Healthcare Compliance shall retain a record of each Notice it issues for a period of six years from the date the Notice was last in effect.

Procedures

Prospera Law, LLP - Healthcare Compliance's "Notice of Privacy Practices" will provide adequate information on the following:

1. Uses and disclosures of PHI that Prospera Law, LLP - Healthcare Compliance may make for the purposes of treatment, payment and healthcare operations.
2. A description of each of the other purposes for which Prospera Law, LLP - Healthcare Compliance is permitted to use or disclose PHI without the individual's written authorization.

3. If a use or disclosure for any purpose is prohibited or materially limited by other applicable law, the description of such use or disclosure shall reflect such applicable law.
4. A description of the types of uses and disclosures that require an authorization from the individual with a statement that other uses and disclosures not described in the Notice will be made only with the individual's written authorization, and that the individual shall have the right to revoke an authorization.
5. Detailed procedures with respect to contacting the individual when Prospera Law, LLP - Healthcare Compliance intends to raise funds and the individual's right to opt out of such communications.
6. Uses and disclosures associated with group health plans and HMOs.
7. Legal obligations of this organization with respect to handling PHI.
8. Rights of the individual with respect to their PHI; restrictions on uses and disclosures that can be imposed or requested by the individual; and the rights of Prospera Law, LLP - Healthcare Compliance to accept or deny such requests.
9. Rights of the individual to request and receive PHI through confidential communications, through electronic means, or in physical form.
10. Rights of the individual to inspect and copy their PHI, the right to request an account of disclosures, and the right to request an amendment to PHI.
11. Rights of the individual to initiate a complaint to the U.S. Secretary of the Department of Health and Human Services—if such individual believes the privacy policies practiced by Prospera Law, LLP - Healthcare Compliance vary with the regulations. This shall include the procedures to file a complaint along with a stated assurance that Prospera Law, LLP - Healthcare Compliance shall not retaliate against the individual for initiating a complaint. Prospera Law, LLP - Healthcare Compliance's legal duties include establishing privacy practices to maintain PHI and the requirement to notify affected individuals in case of a PHI breach.
12. Procedures to request further information on the organization's privacy policies or submit complaints.
13. The Notice shall contain the details of the organization's designated person with title and contact number for the individuals to reach out to for any further information.

A "Notice of Privacy Practices" will not be provided in the case of an inmate treatment.

In the case where an individual is enrolled in a group health plan, the Notice will be provided by the group health plan, the insurance issuer, or the HMO.

Prospera Law, LLP - Healthcare Compliance will follow the procedures as mentioned below in providing the "Notice of Privacy Practices" to individuals:

1. The Notice will be made available upon request to any person, even if such person is not receiving services from Prospera Law, LLP - Healthcare Compliance.
2. The Notice will be provided no later than the date on which an individual is first provided with healthcare services or a transaction that involves PHI.

3. In cases of emergency treatment acting in good faith, the Notice will be provided as soon as the emergency situation eases.
4. The Notice of Privacy Practices may be delivered in paper or electronic form at the time of receiving services or upon the individual making a request for the Notice or to send it electronically—thus following any or a combination of the stated methods.
5. Prospera Law, LLP - Healthcare Compliance will post the “Notice of Privacy Practices” in a prominent place for individuals to access and read the same.
6. If Prospera Law, LLP - Healthcare Compliance maintains a website, the Notice will be made available on the website and be available for download.
7. In case the Notice is made available through email, the individual has the right to request the same in a paper copy.
8. Prospera Law, LLP - Healthcare Compliance will exercise its right to make changes to the “Notice of Privacy Practices” at any time. The revised “Notice of Privacy Practices” will be provided to all those individuals through appropriate means of communication.

Health Plan Requirements

The Notice to individuals will be provided by the health plan no later than the compliance date for the health plan for all individuals then covered by the plan. Thereafter, the Notice will be provided at the time of enrolment to individuals who are newly enrolled.

At least once every three years, the health plan will notify individuals then covered by the plan of the availability of the Notice and how to obtain the Notice.

In case of material changes to the Notice, the health plan will prominently post the change or its revised Notice on its website by the effective date of the material change to the Notice. The health plan will also provide the revised Notice or information about the material change and how to obtain the revised Notice in its next annual mailing to individuals then covered by the plan.

In case the health plan that does not post its Notice on a website, the health plan will provide the revised Notice or information about the material change and how to obtain the revised Notice to individuals then covered by the plan within 60 days of the material revision to the Notice.

Prospera Law, LLP - Healthcare Compliance will make a good-faith effort to obtain each individual's written acknowledgment that the individual has received the “Notice of Privacy Practices” upon the individual's first receipt of healthcare items or services.

Except in an emergency, Prospera Law, LLP - Healthcare Compliance will make a good-faith effort to obtain an individual's written acknowledgment of receipt of the Notice no later than the date of the first delivery of healthcare services to the individual, including services delivered electronically. If the Notice is delivered electronically as part of the first service or item delivery, the organization will capture the individual's acknowledgment of receipt electronically.

If an individual refuses or otherwise fails to provide an acknowledgment, Prospera Law, LLP - Healthcare Compliance will document its good-faith efforts to obtain the acknowledgment and the reason why the acknowledgment was not obtained. Prospera Law, LLP - Healthcare Compliance will not be prohibited from providing treatment or otherwise using or disclosing PHI

as permitted by law if the individual does not sign an acknowledgment after having been asked to do so.

Only one signed acknowledgment is required per individual.

Prospera Law, LLP - Healthcare Compliance will maintain a practical means of keeping a log of all acknowledgements received.

Prospera Law, LLP - Healthcare Compliance will retain copies of any written acknowledgments of receipt of the Notice, or if not obtained, documentation of its good-faith efforts to obtain such written acknowledgment. Prospera Law, LLP - Healthcare Compliance will retain this documentation from the date of its creation until six years after the date when it was last in effect.

NOTICE OF PRIVACY PRACTICES

Effective Date: April 1, 2024

THIS NOTICE OF PRIVACY PRACTICES DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW CAREFULLY.

Prospera Law, LLP - Healthcare Compliance values you as a customer, and protection of your privacy is very important to us. In conducting our business, we will create and maintain records that contain protected health information (PHI) about you and the healthcare services provided to you.

PHI is information about you—including individually identifiable information about where you live—that can reasonably be used to identify you and which relates to your past, present or future physical or mental health or condition; the provisioning of healthcare to you; or the payment for that care.

There are 18 identifiers that Health Insurance Portability and Accountability Act (HIPAA) considers as information in medical records which could be used to identify an individual. They are: **(1)** Names; **(2)** all geographical information smaller than a state (i.e., street, city, and zip); **(3)** all elements of dates (except year); **(4)** phone numbers; **(5)** fax numbers; **(6)** email addresses; **(7)** social security numbers; **(8)** medical record numbers; **(9)** health plan beneficiary numbers; **(10)** account numbers; **(11)** certificate/license numbers; **(12)** vehicle identifiers and serial numbers, including license plates; **(13)** device identifiers and serial numbers; **(14)** URLs; **(15)** IP Addresses; **(16)** biometric identifiers; **(17)** full face photographic images; and **(18)** any other unique identifying numbers, characteristic, or code.

California Law defines personal information similarly to HIPAA, however, it includes additional identifiers of personal information such as: **(1)** a person's signature; **(2)** physical characteristics or description; **(3)** passport number; **(4)** education; **(5)** employment; **(6)** employment history; **(7)** bank account number; and **(8)** credit card or debit card number. (Civ. Code., §1798.80.)

Prospera Law LLP – Healthcare Compliance is considered a covered entity because we are a “Business Associate” of a number of Covered Entities, i.e. the healthcare entities that are clients of the firm. The Health Information Technology for Economic and Clinical Act (HITECH Act) expanded the definition of Covered Entities to include Business Associates, and our firm we must comply with the requirements of HIPAA.

This Notice of Privacy Practices takes effect on April 1, 2024 and will remain in effect until we replace or modify it.

This Notice of Privacy Practices describes our privacy practices, which include how we may use, disclose, collect, handle, and protect your PHI. We are required by certain federal and state laws to maintain the privacy of your PHI. We are also required by the federal HIPAA Privacy Rule to give you this Notice about our privacy practices, our legal duties, and your rights concerning your PHI.

We protect your privacy by taking the following precautions:

1. Limiting who may see your PHI.
2. Limiting how we may use or disclose your PHI.
3. Informing you of our legal duties with respect to your PHI.
4. Explaining our privacy policies.
5. Adhering to the policies currently in effect.

Copies of this Notice

You may request a copy of our Notice of Privacy Practices at any time. It is your right and our duty to deliver a copy of the Notice to you on the very first opportunity we provide healthcare services to you.

Based on your preference, the Notice may be delivered electronically through email, a physical copy, or both. The Notice shall also be made available on our website as a downloadable link.

We shall retain and document details of the delivery of the Notice to you, and we may seek your signatures as acknowledgement of receipt.

However, if you are enrolled in a group health plan, the Notice will be issued by the health plan or the health insurer and not by Prospera Law, LLP - Healthcare Compliance.

If you want more information about our privacy practices, or have questions or concerns, please contact us using the contact information at the end of this Notice.

Changes to this Notice

The terms of our Notice of Privacy Practices apply to all records created or retained by us that contain your PHI. We reserve the right to revise or amend the terms of this Notice. A revised or amended Notice will be effective for the entire PHI that we already have about you as well as for

any PHI we may create or receive in the future. We are required by law to comply with whatever privacy notice is currently in effect. You will be notified of any material change to our privacy notice before the change becomes effective.

Potential Impact of State Law

The HIPAA Privacy Rule generally does not pre-empt (or take precedence over) state privacy or other applicable laws that provide individuals greater privacy protections. As a result, to the extent state law applies, the privacy laws of a particular state or other federal laws rather than the HIPAA Privacy Rule might impose a privacy standard under which we will be required to operate. For example, where such laws have been enacted, we will follow the more stringent state privacy laws that relate to uses and disclosures of PHI concerning HIV, AIDS, mental health, substance abuse, chemical dependency, genetic testing, and reproductive rights.

How We May Use and Disclose Your Protected Health Information (PHI)

We are permitted to use and disclose your PHI to provide treatment to you, to be paid or request payment for our services, and to conduct healthcare operations. This section of our Notice of Privacy Practices discusses each of these types of uses and disclosures of PHI:

For Treatment—we may use PHI about you to provide you with healthcare treatment or services. For example, we may use your PHI when performing medical procedures. We may disclose PHI about you to our organization’s workforce as well as to doctors, nurses, hospitals, clinics, or other healthcare providers who are involved in your care. For example, a doctor treating you for a medical condition may need to know the medications that have been prescribed for you or the services and items that have been provided to you.

For Payment—we may use and disclose PHI about you so the services and items you receive may be billed to and payment may be collected from you, an insurance company, or a third-party payer. We may need to give your health plan information about the services or items you received so that your health plan will pay us or reimburse you for the services or items.

For Health Care Operations—we may use and disclose PHI about you for healthcare operations. These uses and disclosures are necessary to make sure you receive quality care. For example, we may use PHI to review our treatment and services and to evaluate the performance of our staff in providing services to you. We may also disclose information to doctors, nurses, hospitals, clinics, and other healthcare providers for review and learning purposes. We may remove information that identifies you from this set of PHI so others may use it to study healthcare and healthcare delivery without learning the names of the specific individuals.

We May Use and Disclose Your PHI without Your Authorization in the Following Cases

Uses and Disclosures Required by Law

As described below, we may use or disclose your PHI under the requirements of law without an authorization from you:

1. To the extent that such use or disclosure is required by law and the use or disclosure complies with and is limited to the relevant requirements of such law.
2. To a public health authority that is authorized by law to collect or receive such information for the purposes authorized by law including cases of child abuse or neglect.
3. To a person subject to the jurisdiction of the Food and Drug Administration (FDA) with respect to an FDA-regulated product or activity.
4. Of a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition for intervention or investigation.
5. To an employer of an individual who is provided healthcare on the request of the employer; and to help conduct an evaluation of medical surveillance of a work environment or related to a work-related illness. The disclosure is limited to the purpose mentioned and shall include a written notification to the individual on such disclosure.
6. To a school about an individual who is a student or prospective student of the school limited to information on immunization—where such requirement is legal. Such disclosure shall be supported by an agreement with the parent/guardian of the individual in case of a minor or with the individual in case of an adult or emancipated minor.

Disclosures about Victims of Abuse, Neglect or Domestic Violence

We may disclose PHI about an individual who is reasonably believed to be a victim of abuse, neglect or domestic violence to a government authority, including a social service or protective services agency authorized by law to receive such reports. The disclosure will be bound by the following restrictions:

Extent of disclosure as required and in compliance with the law.

With or without the agreement of the individual to such disclosure, as long as the disclosure is authorized by law and/or in exercise of professional judgment by Prospera Law, LLP - Healthcare Compliance.

The individual or their personal representative shall be informed of such disclosure unless a professional judgment indicates risk or harm to the individual with such information disclosure to the individual.

Disclosures for Health Oversight Activities

We may disclose PHI to a health oversight agency for oversight activities authorized by law—including audits; civil, administrative and criminal investigations; inspections, licensure and disciplinary actions; civil, administrative and criminal proceedings; and actions or other activities necessary for appropriate oversight of the following:

1. The healthcare system

2. Government benefit programs for which health information is relevant to beneficiary eligibility
3. Government regulatory programs for which health information is necessary for determining compliance with program standards
4. Civil rights laws for which health information is necessary for determining compliance
5. A health oversight activity does not include an investigation or other activity in which the individual is the subject of the investigation or activity

Disclosures for Judicial and Administrative Proceedings

We may disclose PHI for the purposes of judicial and administrative proceedings in response to an order of a court or an administrative tribunal.

In response to a subpoena or discovery request without a court order under one of the following circumstances:

1. Satisfactory assurances in writing with evidence that reasonable efforts have been made by such party to ensure that the individual who is the subject of the PHI that has been requested has been given notice of the request.
2. Satisfactory assurance from the party seeking the information that reasonable efforts have been made to secure a qualified protective order.

Disclosures for Law Enforcement Purposes

We may disclose PHI for a law enforcement purpose to a law enforcement official under the following conditions:

1. As required by law including laws that require the reporting of certain types of wounds or other physical injuries.
2. In compliance with and as limited by the relevant requirements of a court order or court-ordered warrant; a subpoena or summons issued by a judicial officer; a grand jury subpoena; an administrative request, including an administrative subpoena or summons; or a civil or authorized investigative demand. The disclosure shall be made as relevant to the purpose of enquiry and when de-identified information could not be used.

We may disclose PHI in response to a law enforcement official's request for such information for the purpose of identifying or locating a suspect, fugitive, material witness, or missing person. The information disclosure will be restricted to name and address; date and place of birth; SSN; blood type and RH factor; type of injury sustained; date and time of treatment; date and time of death (if applicable); and physical description of the individual.

For the stated purpose of identification or location, Prospera Law, LLP - Healthcare Compliance may not disclose an individual's DNA analysis and dental records as well as samples of body fluids and tissue.

We may disclose PHI in response to a law enforcement official's request for such information about an individual who is or is suspected to be a victim of a crime—provided the individual agrees to such disclosure. In case the individual is incapacitated or under emergency circumstances, and if the disclosure is legally compelling with no intent to use against the individual, the disclosure shall be made.

We may disclose PHI about an individual who has died to a law enforcement official for the purpose of alerting law enforcement of the death of the individual if there is a suspicion that such death may have resulted from criminal conduct.

We may disclose to a law enforcement official PHI if it is believed in good faith that the information constitutes evidence of criminal conduct that occurred on the premises of Prospera Law, LLP - Healthcare Compliance.

Prospera Law, LLP - Healthcare Compliance, in the course of a medical emergency, shall disclose PHI to a law enforcement officer if the individual is suspected to be a victim of crime or violence.

Uses and Disclosures about Decedents

We may disclose PHI to a coroner or medical examiner for the purpose of identifying a deceased person, determining cause of death, or other duties as authorized by law.

We may disclose PHI to funeral directors, consistent and as necessary with law, to carry out their duties with respect to the decedent. Where necessary, the PHI will be disclosed prior to and in reasonable anticipation of the individual's death.

Uses and Disclosures for Cadaveric Organ Donations

For the purpose of facilitating donation and transplantation, we may disclose PHI to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes, or tissue.

Uses and Disclosures for Research Purposes

We may disclose PHI for research—regardless of the source of funding of the research—under the following conditions:

1. With documentation related to approval of a waiver of authorization by an institutional review board or a properly constituted privacy board.
2. Acceptance of necessity for the purpose of research and description of the information sought.

Uses and Disclosures to Avert a Threat to Health or Safety

We may—consistent with law and in good faith—disclose PHI to avert a serious threat to health or safety under the following conditions:

1. To prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
2. When necessary for law enforcement authorities to identify or apprehend an individual.
3. When it appears from all the circumstances that the individual has escaped from a correctional institution or from lawful custody.
4. The extent of the disclosure shall be limited to the purpose.

Disclosures for Workers' Compensation

We may disclose PHI as authorized by, and to the extent necessary to comply with, laws relating to worker's compensation or other similar programs established by law that provide benefits for work-related injuries or illness without regard to fault.

We May Use and Disclose Your PHI Only with Your Authorization in the Following Cases

Disclosure of Psychotherapy Notes

We shall obtain an authorization for any use or disclosure of psychotherapy notes, except under the following conditions:

1. To carry out treatment, payment, or healthcare operations by Prospera Law, LLP - Healthcare Compliance.
2. For use or disclosure by Prospera Law, LLP - Healthcare Compliance for its own training programs in which students, trainees, or practitioners in mental health learn (under supervision) to practice or improve their skills in group, joint, family, or individual counselling.
3. For use or disclosure by Prospera Law, LLP - Healthcare Compliance to defend itself in a legal action or other proceedings brought by the individual.
4. When required by the U.S. Secretary of the Department of Health and Human Services to investigate or determine the regulatory compliance status of Prospera Law, LLP - Healthcare Compliance.
5. Prospera Law, LLP - Healthcare Compliance may use or disclose PHI to the extent that such use or disclosure is required by law and the use or disclosure complies with and is limited to the relevant requirements of such law.
6. Prospera Law, LLP - Healthcare Compliance may disclose PHI to a health oversight agency for oversight activities authorized by law—including audits; civil, administrative and criminal investigations; inspections, licensure and disciplinary actions; civil, administrative and criminal proceedings; and actions or other activities necessary for appropriate oversight.

7. Prospera Law, LLP - Healthcare Compliance may disclose PHI to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, and other duties as authorized by law.
8. Prospera Law, LLP - Healthcare Compliance may, consistent with applicable law and standards of ethical conduct, use or disclose PHI if Prospera Law, LLP - Healthcare Compliance, in good faith, believes the use or disclosure is to prevent an imminent threat to a person or public.

Disclosure of PHI for Marketing Purposes

We currently do not sell your PHI or disclose your PHI to third parties that wish to sell you their products. If at any time we decide to use your PHI for marketing purposes, we are required to tell you the information we wish to disclose and obtain your authorization prior to any use or disclosure, except if the communication occurs in the form of one of the following:

1. A face-to-face marketing communication made by us to you about our services; or
2. A promotional gift of nominal value as a method of marketing our services.

If the marketing involves disclosure of PHI with intent of sale and financial remuneration to us from a third party, the authorization shall state that such remuneration is involved. We shall obtain your written authorization for any use or disclosure of PHI for the purpose of the sale of PHI as authorized by the regulations. Such authorization shall state that the disclosure shall result in remuneration to us.

Valid Authorizations

An authorization to disclose PHI shall be communicated in plain language and contain the following elements:

1. A description of the information to be used or disclosed that identifies the information in a specific and meaningful fashion.
2. The name or other specific identification of the person(s) or class of persons authorized to make the requested use or disclosure.
3. The name or other specific identification of the person(s) or class of persons to whom Prospera Law, LLP - Healthcare Compliance may make the requested use or disclosure.
4. A description of each purpose of the requested use or disclosure. The statement "at the request of the individual" is a sufficient description of the purpose when an individual initiates the authorization and does not or elects not to provide a statement of the purpose.
5. An expiration date or an expiration event that relates to the individual or the purpose of the use or disclosure. The statements "end of the research study," "none," and similar language are sufficient if the authorization is for a use or disclosure of PHI for research—including for the creation and maintenance of a research database or research repository.

6. Signature of the individual and date. If the authorization is signed by a personal representative of the individual, a description of such representative's authority to act for the individual must also be provided.

Conditioning of Authorizations

We shall not condition the provisioning of treatment, payment, enrolment in the health plan, and eligibility for benefits to an individual based on the provisioning of an authorization, except under the following conditions:

1. Prospera Law, LLP - Healthcare Compliance may condition the provisioning of research-related treatment on the provisioning of an authorization for the use or disclosure of PHI for such research.
2. The authorization is not for a use or disclosure of psychotherapy notes.
3. Prospera Law, LLP - Healthcare Compliance may condition the provisioning of healthcare, which is solely for the purpose of creating PHI for disclosure to a third party, based on the provisioning of an authorization for the disclosure of the PHI to such third party.

A copy of the authorization duly signed by you shall be retained by us for our records, and we will provide a copy to you.

Rights You Can Exercise with Regard to Your PHI

You have the following rights regarding the PHI we maintain about you. Requests to exercise your rights must be in writing.

Right to Access Your PHI

You have the right to inspect or receive copies of your PHI contained in a designated record set. Generally, a “designated record set” contains medical, enrolment, claims and billing records we may have about you as well as other records we may use to make decisions about your healthcare benefits. However, you may not inspect or copy psychotherapy notes or certain other information that may be contained in a designated record set.

Right to Copy

You may request that we provide copies of your PHI in a format other than photocopies. We will use the format you request unless we cannot practicably do so. We may charge a reasonable fee for copies of PHI (based on our costs), for postage, and for a custom summary or explanation of PHI. You will receive notification of any fee(s) to be charged before we release your PHI, and you will have the opportunity to modify your request in order to avoid and/or reduce the fee. In certain situations, we may deny your request for access to your PHI. If we do, we will tell you our reasons in writing and explain your right to have the denial reviewed. If you seek a review, a licensed healthcare provider chosen by us will review your request and the denial. The person

conducting the review will not be the person who originally denied your request. We shall comply with the outcome of the review.

Right to Request an Amendment to PHI

You have the right to request that we amend your PHI if you believe there is a mistake in your PHI or that important information is missing. To request an amendment to your PHI, your request must be made in writing. In addition, you must provide a reason that supports your request. We will generally make a decision regarding your request for amendment no later than 60 days after receipt of your request. However, if we are unable to act on the request within this time, we may extend the time for 30 more days but shall provide you with a written notice of the reason for the delay and the approximate time for completion. If we deny your requested amendment, we will provide you with a written denial. Approved amendments made to your PHI will also be sent to those who need to know. We may also deny your request if, for instance, we did not create the information you want amended. If we deny your request to amend your PHI, we will tell you our reasons in writing and explain your right to file a written statement of disagreement.

Right to an Accounting of Certain Disclosures

You may request, in writing, that we tell you when we or our Business Associates have disclosed your PHI (referred to as an “Accounting”). Any accounting of disclosures will not include those we made under these conditions:

1. For payment or healthcare operations
2. To you or individuals involved in your care
3. With your authorization
4. For national security purposes
5. To correctional institution personnel

To request an accounting of such disclosures, your request must be submitted in writing. Your request must also state a time period, which may not be longer than six (6) years. Your request should also specify the format in which you prefer to receive the accounting, i.e. paper or electronic. We may charge you for the costs of providing the accounting. We will notify you of the costs involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

Right to Request Restrictions

You have the right to request, in writing, that we place additional restrictions on our use or disclosure of your PHI. We are not required to agree to your request. However, if we do agree, we will be bound by our agreement—except when required by law, in emergencies, or when information is necessary to treat you. An approved restriction continues until you revoke it in writing or until we tell you we are terminating our agreement to a restriction.

Right to Request Confidential Communications

You have the right to request, in writing, that we use alternate means or an alternative location to communicate with you in confidence about your PHI. For instance, you may ask that we contact you by mail rather than by telephone, or at work rather than at home. Your written request must clearly state that the disclosure of all or part of your PHI at your current address or that the method of contact we have on record could be an endangerment to you. We will require that you provide a reasonable alternate address or other method of contact for the confidential communications. In assessing reasonableness, we will consider our ability to continue to receive payment and conduct healthcare operations effectively along with the subscriber's right to payment information. We may exclude certain communications that are commonly provided to all members from confidential communications. Examples of such communications include benefit booklets and newsletters.

Right to a Paper Copy of This Notice

You have the right to receive a paper copy of our Notice of Privacy Practices. You can request a copy at any time, even if you have agreed to receive this Notice electronically.

Right to File a Privacy Complaint

If you believe your privacy rights have been violated, or if you are dissatisfied with our privacy practices or procedures, you may file a complaint with Prospera Law, LLP - Healthcare Compliance's Privacy Office and/or with the U.S. Secretary of the Department of Health and Human Services. Prospera Law, LLP - Healthcare Compliance assures you that filing a complaint will not in any way impact the services we provide to you, nor will there be any retaliatory acts against you.

Independent Dispute Resolution for Privacy Complaints

To ensure impartial handling of privacy-related concerns and complaints and if required by applicable law, the organization shall maintain an Independent Dispute Resolution Mechanism for the resolution of disputes regarding the use or disclosure of PHI.

If, after exhausting all possible avenues of negotiation between you and us to resolve any privacy-related concern, complaint or dispute, you are not satisfied with the outcome of such negotiation, or if the nature of your privacy complaint requires independent review, the matter may be escalated to a third-party dispute resolution body such as the American Arbitration Association or similar that will be retained to resolve such privacy-related complaint or dispute. This independent body shall be free from any conflict of interest, and will review the complaint based on applicable laws, policies, and ethical standards.

The process includes:

- Direct communication with all parties to gather relevant information.
- Impartial evaluation of the dispute and issuance of a non-binding resolution recommendation within 30 days.

- Voluntary participation by the individual, with the option to concurrently pursue external remedies through the U.S. Department of Health and Human Services.

Prospera Law, LLP – Healthcare Compliance will document and retain all independent dispute resolution requests and outcomes in accordance with its records management policies. Systemic issues identified through this process will be reviewed by management for improvement of privacy practices.

Filing a request for independent dispute resolution does not preclude any individual's rights to pursue complaints with external regulatory authorities.

If you feel the need to interact with us on any issues related to this Notice or to file a privacy complaint with us, you may contact the Privacy Office as follows:

David Mead (Name of Designated Privacy Officer)

Title: Privacy Officer

Telephone: 424-239-1933

Prospera Law, LLP - Healthcare Compliance

Audit log:

| Date updated | Updated by | Notes |
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| Mar 21, 2024 | Alexander Fairclough | Review |
| April 16, 2025 | Alexander Fairclough | Formatting, included section on dispute resolution |
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