



KALOS HEALTH
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.

IMPORTANT: for the rest of this notice we will use short forms of some words. Those words are:

- “You” means the **member**.
- “**PHI**” stands for **Protected Health Information**. PHI means information about a person’s health that can be related to that person.

UNDERSTANDING YOUR HEALTH RECORD

PHI is kept in a health record. The record belongs to Kalos Health but the information in it belongs to the member. This record may contain demographic information, health history, insurance information, diagnosis, treatment summaries, and future care or treatment. This record serves as:

- A basis for planning care and treatment.
- A way that the health professionals can share information on what each is doing.
- A way that you can be sure that services were actually provided.
- A tool for teaching health professionals
- A legal document describing your care
- A source of statistical data for quality improvement and results achievement.

Understanding what is in your record and how your health information is used helps you to:

- Make sure it is accurate.
- Better understand who, what, when, where and why others may see your health information.
- Make better decisions about allowing others to see your health record.

Kalos Health’s RESPONSIBILITIES ARE:

- To give you this Notice of Privacy Practices
- To keep your health information private.
- To follow rules set out in this notice.
- To let you know if we do not agree to something you ask us to do or not to do with your PHI.
- To send your PHI to another place if your care and treatment require that.

We may change the way we handle PHI. If so, we will prepare and distribute to you a new Notice of Privacy Practices.



PHI RIGHTS

Members of Kalos Health have the following rights regarding PHI:

- You may ask us for a restriction on the uses of disclosures of your PHI.
- You can look at your health record and ask for a copy of it. We may charge you for the cost of making a copy.
- You can ask to have corrections made to your health record if you think it is wrong.
- You can have a list of those places or persons to whom we gave your health information.
- You may ask us to send your PHI to you or another place or by other means.
- If you had previously given us permission to send your PHI to someone else, you can take back that permission although we may not get back information we already sent.
- If you want help in understanding any of these rights, you may contact Kalos Health's Privacy Officer.

USING AND SHARING YOUR PHI

In many cases, your PHI is not shared with others without your written authorization to do so. However, Kalos Health is permitted to use your PHI and share it with others without your authorization for the following reasons:

- **Treatment:** In order to give you the best treatment, we will use your PHI for treating you and share it with other Kalos Health staff treating you. With written authorizations, we will share your PHI with other providers who care for you.
- **Payment:** We will share your PHI regarding billable services as your health care agent
- **Operations:** Kalos Health's managers may need to look at your PHI in order to improve the quality of care and treatment for all clients and to ensure employees are doing their jobs correctly.
- **Communication with Funeral Director:** we may share your PHI if necessary to carry out duties per applicable law.
- **For Appointment Reminders:** We may use and disclose PHI to contact you to remind you of visits.
- **Subpoena:** We may have to share your PHI with a court or attorney if we get a subpoena or court order to do so. We will try to notify you before we send the information.
- **Research:** We may look at PHI of many consumers to investigate ways to provide better health care. We will try to notify you prior to this.
- **Marketing:** We may use some of your PHI, including name and address. We may send you information about activities and events sponsored by Kalos Health.
- **Public Health:** We may have to share PHI with public agencies that work to control disease, injury and disability.
- **Law Enforcement:** We may disclose health information for law enforcement purposes as required by law, court order or valid subpoena. We may be required by law to make PHI available to offices that investigate abuse or neglect or that involve threats to health or safety.
- **Privacy Violations:** PHI may be disclosed to a government agency if there is a report or complaint of a violation of these privacy rules.



FOR MORE INFORMATION OR TO REPORT A PROBLEM

For additional information, forms, to report a problem or file a complaint (if you believe your privacy rights have been violated), you may contact Kalos Health at 1-800-894-2464 or by writing to the following address:

Kalos Health
2424 Niagara Falls Blvd.
Niagara Falls, NY 14304
Attn: Privacy Officer

You may also file a complaint with the Office for Civil Rights, US Department of Health and Human Services, Jacob Javits Federal Building, 26 Federal Plaza, Suite 3312, New York, New York 10278, telephone number 212-264-3313, fax number 212-264-3039, TDD 212-264-2355. You will not be penalized for filing a complaint or assisting in an investigation.

By law, Kalos Health is required to follow the terms in this notice. Kalos Health has the right to change the way your PHI is used and disclosed. If Kalos Health makes any changes, you will receive a new notice by mail within 60 days of the change.

A copy of the most current privacy notice will be made available to you upon request.