

Section VI: NOTICE OF PRIVACY PRACTICES

Your Information is private

This notice tells how medical information about you that we have in our files may be used and given to others and how you can get the information for yourself. Please read this carefully.

The Medicaid Program must follow the Federal Law to protect your information under the Health Insurance Portability and Accountability Act (HIPPA). The information is called "Protected Health Information" or PHI. PHI may be your name, age, social security number, Medicaid number or even why you are sick.

Under this law, this Notice of Privacy Practices tells you how NBH can use or share your PHI so you can get good health care. If Colorado Medicaid changes its Privacy Practices, we will mail you a new notice. You can call us at any time to get a copy of this privacy notice.

Who sees my information?

NBH may use and share your PHI without your consent:

- • For treatment – NBH may use or share your PHI with your doctor or others who give you health care.
- • For payment – NBH may use and share you PHI to pay for the care you got from doctors or others who gave you health care.
- • For health care operations – NBH may share your information to make sure you get good health care. NBH has quality reviewers who look at your hospital, mental health provider, or other records to see if you got good health care.

What other ways can NBH use or share my PHI without my approval?

- To keep you informed – NBH may use your PHI to mail you information about the Medicaid program.
- Legal reasons – NBH may use and share you PHI as required under law.
- Fraud or abuse – NBH may be required to use and share your PHI if needed for an investigation of fraud and/or abuse.
- For other government programs – NBH may use or disclose you PHI for benefits under other government programs like getting Supplemental Security Income (SSI) benefits.
- To avoid harm – NBH may use or share your PHI with law enforcement so no harm comes to you or others (public safety).

If NBH shares your PHI in other ways, we need your written approval.

NBH will ask your written permission to use your PHI in other ways. If you give your written approval, and then change your mind or decide to cancel it, you must let NBH know in writing.

May I see my own information?

Yes, you have the following rights:

- › You may see and get copies of your records. NBH may charge you to make the copies. You must make the request in writing. You may not see information prepared for use in a civil, criminal, or administrative legal action.
- › You may change or add information. You have the right to send in a written request to change wrong or missing PHI.
- › You may ask to whom NBH has given your PHI. Your request must be in writing.
- › You may ask NBH to communicate with you privately. You can ask NBH to communicate with you in a different way or get information at a different place.
- › You may ask NBH not to share your PHI. The exceptions are for treatment, payment, or health care operations. The law says NBH does not have to ask you to share this.

What NBH must do?

- › NBH must keep your PHI private according to privacy laws.
- › NBH must tell you how your PHI is kept private.
- › NBH must give you this notice.
- › NBH must comply with the privacy law.

How do I file a PHI complaint?

- › If you think you have a complaint, you must write a letter to:
State of Colorado – Medicaid Privacy Officer
1570 Grant Street
Denver, CO 80203
- › You may also file a Complaint with the Secretary of Health and Human Services by writing:
Secretary of the U.S. Department
of Health and Human Services
Office of Civil Rights
200 Independence Ave. S.W.
Washington, D.C. 20201

NBH cannot take away your benefits or retaliate against you if you file a complaint.