



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.

Effective Date: 10/1/2013

Community Health Options respects the privacy of our Member's protected health information (PHI). Community Health Options maintains a record of your PHI. This record may consist of examination and test results, diagnoses, payment information, symptoms, treatment, and plans for future care. Community Health Options is committed to maintaining the confidentiality and privacy of your PHI. This Notice applies to all information and records related to your care that Community Health Options has received or created. It extends to information received or created by members of Community Health Options workforce. This Notice informs you about the possible uses and disclosures of your PHI. It also describes your rights and our obligations regarding your PHI.

Community Health Options is required by law to:

- Maintain the privacy of your PHI;
- Provide to you this detailed Notice of our legal duties and privacy practices relating to your PHI;
- Notify affected individuals of a breach of unsecured PHI; and
- Abide by the terms of the Notice that are currently in effect.

Use and Disclosure of Your PHI without Authorization. Community Health Options may use and disclose your PHI without your authorization for the following purposes:

For Health Care Operations: Community Health Options may use and disclose PHI during the course of running our health business, including for: quality assessment and improvement; licensing; accreditation by independent organizations; performance measurement and outcomes assessment; health services research; preventive health; disease management, case management and care coordination; administrations of reinsurance and stop loss; underwriting and rating; detection and investigation of fraud; administration of pharmaceutical programs and payments; transfer of policies or contracts from and to other health plans; data and information systems management; and Member Services. Community Health Options will not use or disclose PHI that is genetic information of an individual for underwriting purposes.

For Treatment: Community Health Options may use and disclose your PHI for treatment purposes. For instance, this includes coordinating care with health care providers to provide you with treatment and services. Community Health Options may disclose PHI to doctors, dentists, pharmacies, hospitals and other health care providers who take care of you.

For Payment: Community Health Options may use and disclose your PHI for payment for treatment and services you receive. For instance, Community Health Options may disclose your PHI to the Member's designee (Personal Representative), an insurance or managed care company, Medicare, or another third-party payer. This information or an accompanying bill may include information that identifies you. Community Health Options may also use and disclose your PHI for: conducting utilization and medical necessity reviews; coordinating care; determining eligibility; determining formulary compliance; collecting premiums; calculating cost-sharing amounts; and responding to complaints, appeals and requests for external review. Community Health Options may also use PHI for mail order pharmacy services provided to you.

Plan Administration: Community Health Options may disclose PHI to your employer or group policyholder (for group health insurance plans), when appropriate language has been included in your plan documents, or when summary data is disclosed to assist in bidding or amending a group health plan.

Business Associates: We may disclose your PHI to business associates that perform services on our behalf and have agreed in writing to maintain the privacy of your PHI.

As Required By Law: Community Health Options may disclose your PHI when required by law to do so.

Public Health Activities: Community Health Options may disclose your PHI for public health activities, such as disclosures to state government entities.

Reporting Abuse, Neglect or Exploitation: Community Health Options may use and disclose your PHI to notify a government entity authorized to receive reports of suspected abuse, neglect, or exploitation of children or dependent or incapacitated adults if required or authorized by law, or if you agree to the report.

Health Oversight Activities: Community Health Options may disclose your PHI to a health oversight agency for oversight activities authorized by law. These may include, for example, audits, investigations, inspections and licensure actions or other legal proceedings. These activities are necessary for government oversight of the health care system, government payment or regulatory programs, and compliance with civil rights laws.

Judicial and Administrative Proceedings: Community Health Options may use and disclose PHI in the course of a judicial or administrative proceeding under certain circumstances. Community Health Options also may disclose information in response to a subpoena, discovery request, or other lawful process under certain circumstances.

Law Enforcement: Community Health Options may use and disclose your PHI for certain law enforcement purposes as required or authorized by law or in response to a valid subpoena under certain circumstances.

To Avert a Serious Threat to Health or Safety: When permitted by law, Community Health Options may use and disclose your PHI when necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

Workers' Compensation: Community Health Options may use or disclose your PHI to comply with laws relating to workers' compensation or similar programs.

Research: Community Health Options may use and disclose PHI for research purposes under certain circumstances.

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Fundraising: We may use, or disclose to a business associate, demographic and other information about you including your name, address and date of birth for Community Health Options' fundraising activities. If you do not want to receive fundraising communications from us, please contact Community Health Options' Privacy Officer at the address or phone number listed below.

Community Health Options, Mail Stop 100, P.O. Box 1121, Lewiston, ME 04243

Use and Disclosure of Your PHI Requiring an Authorization

Uses and disclosures of your health information not otherwise addressed in this notice will be made only with your (or your personal representative's) written authorization, which you may revoke at any time to the extent that it has not already been relied upon.

Authorization forms and revocation of authorization forms are available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

Among the uses and disclosures that require your authorization include:

Marketing: We must obtain written authorization, prior to using or disclosing your PHI, to communicate with you to encourage you to purchase or use a product or service. We may use your PHI, without getting written authorization, to provide you with marketing materials in a face-to-face encounter or give you a promotional gift of nominal value.

Sale of PHI: We will not sell your PHI without written authorization, except as allowed by law.

Psychotherapy Notes: To the extent that Community Health Options maintains psychotherapy notes, we must have written authorization to use and disclose psychotherapy notes that we may maintain, except when:

- The creator of the psychotherapy notes uses them for treatment;
- We use or disclose the psychotherapy notes for professional training programs for students, trainees, or practitioners in mental health; or
- We use or disclose psychotherapy notes in defense of a legal action brought by the individual who is the subject of the psychotherapy notes.

How Community Health Options Will Protect Your PHI

Community Health Options has Privacy Policies and Procedures in place to protect PHI from unauthorized access. Community Health Options employees have signed Confidentiality Agreements in which they have agreed to protect Members' confidentiality by: agreeing to safeguard the security, privacy and confidentiality of PHI; accessing, using and disclosing PHI only as necessary to carry out their roles and responsibilities at Community Health Options; and protecting PHI and computers containing PHI from unauthorized use. Violations of the Confidentiality Agreement may result in employee discipline or termination of employment with Community Health Options, as well as penalties, sanctions, fines and other forms of legal relief imposed or allowed by law.

HIV Information and Records: Maine law provides special protections for HIV information and records. We will protect HIV information and records to the extent required by Maine law.

Substance Abuse Program Information and Records: Federal law provides special protections for certain substance abuse program information and records (42 C.F.R. Part 2). We will protect this information and these records to the extent required by federal law.

Your Rights Regarding Your PHI

Right to Request Restrictions: You have the right to request restrictions on Community Health Options' use and disclosure of your PHI. Understand that a restriction of PHI for services may result in an inability to offer complete treatment and care. A form to request restrictions of PHI is available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

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We are not required to agree to a requested restriction. The only exception is for requests to restrict certain disclosures for payment and health care operations purposes relating to a health care item or service, but you must first pay out-of-pocket and in full for that item or service.

Right to Receive Confidential Communications: You have the right to request in writing, and Community Health Options must accommodate reasonable requests by Members, to receive communications of PHI from Community Health Options by alternative means or at alternative locations. A form to request confidential communications is available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

Right to Amend PHI: You have the right to request an amendment to your PHI if you believe information in your record is inaccurate or incomplete. You have the right to request an amendment for as long as the PHI is kept by Community Health Options. Your request must be made in writing and you must provide a reason that supports your request. Under certain circumstances, we may deny your request. A form to request an amendment to PHI is available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

Right to an Accounting of Disclosures: You have the right to request that we provide you with an accounting of certain disclosures. Your request must state a time period which may not be longer than six years from the date of your request. A form to request an accounting of disclosures is available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

Right of Access to PHI: You have the right to request your medical or billing records or other written information that may be used to make decisions about your care. Community Health Options may deny access to records in certain cases, and we will notify you if this happens. Community Health Options must allow you to inspect your records within 30 days of your request. Community Health Options may charge a reasonable fee, as allowed by law, for our costs in copying and mailing your requested information. A form to request access to PHI is available on the Community Health Options website. Completed forms should be sent to Community Health Options' Privacy Officer.

Right to a Paper Copy of This Notice: You have the right to a paper copy of this Notice. You may ask us to give you a copy of this Notice at any time by contacting Member Services. An electronic version of this Notice is available on the Community Health Options website.

Your Rights to File Complaints and to be Informed of Privacy Policy Changes

Complaints: If you believe that your privacy rights have been violated you may file a complaint in writing to Community Health Options or with the Office of Civil Rights in the U.S. Department of Health and Human Services. To file a complaint with Community Health Options, you may:

- Fill out a complaint form from the Community Health Options website and mail to Community Health Options' Privacy Officer; or
- Call Community Health Options' Member Services Department.

Community Health Options will not retaliate against anyone for making a complaint.

Changes to this Notice: Community Health Options will promptly revise and distribute this Notice whenever there is a material change to the uses or disclosures, your individual rights, our legal duties, or other privacy practices stated in this Notice. Community Health Options reserves the right to change this Notice and to make the revised or new Notice provisions effective for all PHI already received and maintained by Community Health Options as well as for all PHI Community Health Options receives in the future. Community Health Options will provide a copy of the revised Notice to all Members. The Notice is available on the Community Health Options website.

For more information, contact:

Privacy Officer
Community Health Options Mail
Stop 100
PO Box 1121
Lewiston, ME 04243
(207) 402-3330
(855) 624-6463



PRIVACY OF PERSONAL INFORMATION

Community Health Options takes seriously its responsibility to protect the privacy and security of personal information that Community Health Options obtains from Members and customers. "Personal information" means information that can be connected to a person through one or more identifiers, including: social security numbers, driver's license numbers, state identification card numbers, account numbers, credit card numbers, debit card numbers, account passwords, and personal identification numbers or codes. "Personal information" does not include information available to the general public that is lawfully made available from federal, state, or local government records or widely distributed media.

Community Health Options has implemented policies, procedures and safeguards to protect your personal information as required under Maine and other laws. Community Health Options requires employees and contractors to protect personal information and not use or share personal information except as needed to perform their duties. Additionally, Community Health Options strictly prohibits its employees and contractors from using or sharing personal information in an unlawful manner.

Community Health Options will not share personal information with any person or entity outside of Community Health Options except pursuant to your authorization, a court order, or as otherwise permitted or required by law.

If there is a breach of computerized personal information maintained by Community Health Options, Community Health Options will notify you, government officials, and consumer reporting agencies as required by law.

You may contact Community Health Options Member Services or Community Health Options' Privacy Officer if you have questions about the privacy of your personal information at:

Privacy Officer
Community Health Options Mail
Stop 100
PO Box 1121
Lewiston, ME 04243
(207) 402-3330 (855)
624-6463