



HIPAA Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. We will call ourselves "CareSource, "we" or "us" in this Notice.

Your Rights

When it comes to your health information, you have certain rights:

Get a copy of your health and claims records

- You can ask to see or get a copy of your health and claims records. You can also get other health information we have about you. Ask us how to do this.
- We will give you a copy or an outline of your health and claims records. We often do this within 30 days.

Ask us to fix health and claims records

- You can ask us to fix your health and claims records if you think they are wrong or don't have all the details. Ask us how to do this.
- We may say "no" to this ask. If we do, we will tell you why in writing within 60 days.

Ask for private communications

- You can ask us to reach out to you in a certain way, such as home or office phone. You can ask us to change the address we send your mail to.
- We will think about all fair requests. We must say "yes" if you tell us you would be in danger if we do not.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for care, payment, or our operations.
- We do not have to agree to this ask. We may say "no" if it would change your care or for certain other reasons.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information. This list will only show six years before the date you ask. You may ask who we shared it with, and why.

- We will include all the disclosures except for those about:
 - Care,
 - Payment(s),
 - Health care operations, and
 - Certain other disclosures (such as any you asked us to make).

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time. You can ask even if you have agreed to get the notice electronically. We will give you a paper copy soon after.

Give CareSource consent to speak to someone on your behalf

- You can give us consent to talk about your health data with someone else on your behalf.
- If you have a legal guardian, that person can make choices about your health information. We will give health data to your legal guardian. We will make sure a legal guardian has this right and can act for you. We will do this before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us. Use the information at the end of this notice.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights in three ways:
 - Send a letter to 200 Independence Ave., S.W., Washington, D.C. 20201
 - Call 1-877-696-6775
 - Visit www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not act against you for filing a complaint. We may not require you to give up your right to file a complaint as a condition of:
 - care,
 - payment,
 - enrollment in a health plan or
 - eligibility for benefits.

Your Choices

For certain health information, you can tell us your choices about what we share. Tell us what you want us to do. We will do as you say.

In these cases, you have both the right and choice to tell us to:

- Share data with your family, close friends or others involved in payment for your care
- Share data in a disaster relief situation

If you are not able to tell us your choice, such as if you are unconscious, we may share your data. We may share it if we believe it is in your best interest. We may also share your data when needed to lessen a serious and close threat to health or safety.

In these cases we often cannot share your data unless you give us written consent:

- Marketing purposes
- Sale of your information
- Sharing psychotherapy notes

You may cancel your authorization at any time, but it will not affect information that we have already used or disclosed.

Consent to Share Health Information

We share your health information, including Sensitive Health Information (SHI). SHI can be information related to:

- Drug and/or alcohol treatment
- Genetic testing results
- HIV/AIDS
- Mental health
- Sexually transmitted diseases (STD)
- Communicable/other diseases that are a danger to your health

This data is shared to handle your care and treatment or to help with benefits. This information is shared with your past, current and future treating providers. It is also shared with Health Information Exchanges (HIE). An HIE lets providers view data that we have about members.

You have the right to tell us you do not want your health information (including SHI) shared. If you do not agree to share your health information, it will not be shared with providers to handle your care and treatment or to help with benefits. It will be shared with the provider who treats you for the specific SHI.

If you do not approve sharing, providers caring for you may not be able to manage your care as well as they could if you do approve sharing.

If we collect or process substance use treatment-related records under Part 2, we follow the privacy protections of Part 2. (42 U.S.C. §290dd-2 and 42 C.F.R. Part 2).

Other Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health data in these ways. We have noted some examples. We have not listed all permissible uses or disclosures.

Help you get health care treatment

- We can use your health information and share it with experts who are treating you
 - **Example:** *We may arrange more care for you based on information sent to us by your doctor.*

Run our organization

- We can use and give out your information to run our company. We use it to contact you when needed.
- We cannot use genetic information to decide whether we will give you coverage. We cannot use it to decide the price of that coverage.
 - **Example:** *We may use your information to review and improve the quality of health care you and others get. We may give your health information to outside groups so they can help us with our business. Such outside groups may be:*
 - *Lawyers,*
 - *Accountants,*
 - *Consultants*
 - *And others.*

We require them to keep your health information private, too.

Pay for your health care

- We can use and give out your health information as we pay for your health care.
 - **Example:** *We share information about you with your dental plan to arrange payment for your dental work.*

How else can we use or share your health information?

We can or must share your information in other ways. These ways are often to help the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these reasons. To learn more see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

To help with public health and safety issues

- We can share health information about you in some cases, such as to:
 - Prevent disease
 - Help with product recalls
 - Report harmful reactions to drugs
 - Report suspected abuse, neglect or domestic violence
 - Prevent or reduce a serious threat to anyone's health or safety

To do research

- We can use or share your information for health research. We can do this as long as certain privacy rules are met.

To obey the law

- We will share data about you if state or federal laws require it. This includes the Department of Health and Human Services if it wants to see that we are obeying federal privacy laws.

To respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

To work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner or funeral director when a person dies.

To address workers' compensation, law enforcement and other government requests

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities allowed by law
 - For special government functions such as military, national security and presidential protective services

To respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or to reply to a court order.

We may also make a set of "de-identified" data that cannot be traced back to you.

Part 2 Records. To the extent we collect or process any Part 2 records, in a civil, criminal, administrative or legislative proceeding against an individual, we will not use or share information about your Part 2 records. We will not use or share the information unless a court order tells us to do so or you give us your written permission.

Further Uses and Disclosures. Please be aware that health information that the law permits or tells us to share may be further shared by those who receive it. This includes reproductive health care information. It is no longer protected by law or the safeguards and restrictions in place when it is in our possession.

Our Responsibilities

- We protect your health information in many ways. This includes information that is written, spoken or offered online.
 - Our staff is trained in how to protect your data.
 - Your information is spoken in a way so that it is not overheard.
 - We make sure that computers used by employees are safe by using firewalls and passwords.
 - We limit who can see your health data. We make sure that only those staff with a business reason can see, use and share that information.
- We are required by law to keep the privacy and security of your protected health information. We must give you a copy of this notice.

- We will let you know quickly if a breach may have compromised the privacy or security of your data.
- We must follow the duties and privacy practices in this notice. We must give you a copy of it.
- We will not use or share your data other than as listed here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

To learn more see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Effective date and changes to the terms of this notice

The original notice was effective April 14, 2003. It was further updated on June 14, 2018. This version is effective as of January 1, 2026. We must follow the terms of this notice as long as it is in effect. If needed, we can change the notice. The new one would apply to all health information we keep. If this happens we will send you a new notice if you ask for it. It will also be posted on our web site. You can ask for a paper copy of our notice at any time. Reach out to the CareSource Privacy Office to ask for it.

The CareSource Privacy Office can be reached by:

Mail: CareSource
Attn: Privacy Office
P.O. Box 8738
Dayton, OH 45401-8738

Email: HIPAAPrivacyTeam@CareSource.com

Phone: 1-844-633-0391 (TTY: 711)

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DCH Approved: 11/20/2025