

A HELPING HAND SENIOR CARE SERVICES LLC PRIVACY AND HIPAA COMPLIANCE NOTICE

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.

A Helping Hand Senior Care Services LLC. HIPAA Compliance Officer: Jama Mohamod, Manager
Phone: 612-255-3110

As part of providing services to you, we will collect information about your health care. We need this information to provide you with quality services and to comply with certain legal requirements. This notice applies to all of the records of your care generated at A Helping Hand Senior Care Services LLC. The law requires us to:

- *Make sure that information that identifies you is kept private.
- *Give you this notice of our legal duties and privacy practices with respect to information about you; and
- *Follow the terms of the Notice that is currently in effect.

How We May Use and Disclose Information About You. Listed below are a number of reasons or ways in which information about you might be discovered. In each category we will explain what we mean and give an example. NOT EVERY USE OR DISCLOSURE IN A CATEGORY WILL BE LISTED. The ways we might disclose information include:

For Treatment: We may disclose information about you to any personnel at A Helping Hand Senior Care Services LLC or outside of A Helping Hand Senior Care Services LLC, who are involved in your care. For example, your direct care staff may need to share information about your medications with your psychiatrist, or with your case manager.

For Payment: We may use and disclose information about you so that services may be billed and payment may be collected from you, an insurance company, or a government health program. We may also tell you health plan about a service you may receive to obtain prior approval or to determine whether your Plan will cover the treatment.

For Health Care Operations: We may use information about you to run our program and to make sure you receive quality services, or to decide if we should change or modify our services.

As Required by Law: We will disclose information about you when required by federal, state or local law. For example, we may reveal information about you to the proper authorities to report suspected abuse or neglect.

To Avoid a Serious Threat to Health or Safety: We may use or disclose information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

In very limited circumstances, we may deny your request. If we deny your request you may ask that the denial be reviewed. Another licensed health care professional of A Helping Hand Senior Care Services choice will review your request for review.

To Amend Your Records: If the information we have about you is incorrect or incomplete, you may make a written request to the HIPAA Compliance Officer to amend the information. You must include a reason that supports your request.

We may deny your request if it is not in writing or does not include a reason to support the request. We may also deny your request if you ask us to amend information that:

- *was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- *is not part of the information kept in our file;
- *is not part of the information you would be permitted to inspect and copy; or
- *we believe the information is accurate and complete.

If you disagree with the denial, you may submit a statement of disagreement. If you request an amendment to your record, we will include your request in the record, whether the amendment is acceptable or not.

To Receive an Accounting of Disclosures: We will keep a log of disclosures made on or after April 13, 2003, other than disclosures for treatment, billing or health care operations. You have the right to request the list of disclosures. You must submit a written request to the HIPAA Compliance Officer. The request may not cover more than a six year period.

To Request Restrictions: You may request a restriction on the disclosure of information about you for treatment, payment or health care operations. Your request must be in writing and made to the HIPAA Compliance Officer. Your request must tell us 1) what information you want to limit; 2) whether you want to limit our use or disclosure or both; 3) to whom you want the limit to apply. For example, you could ask that we not use or disclose information to a certain person about services you've received.

We do not have to agree to your request. If we do agree we will comply with your request unless the information is needed to provide you emergency treatment.

To Request Alternative Ways to Communicate: You may request that we communicate with you about your services in a certain way or at a certain location. For example, you can ask that we contact you only at work, or only by mail. Your request must be in writing must tell us how you would like us to communicate with you, and it must be sent to the HIPAA Compliance Officer. We will accommodate all reasonable requests.

Military and Veterans: If you are a member of the armed forces, we may release information about you as required by military command authorities.

Workers' Compensation: We may release information about you for workers' compensation or similar programs.

Health Oversight Activities: We may disclose information to a health oversight agency for activities authorized by law. Examples are government audits, investigations inspections and licensures.

Lawsuits and Disputes: If you are involved in a lawsuit or dispute, or if there is a lawsuit or dispute concerning your services, we may disclose information about you in response to a court or administrative order. We may also disclose information about you in response to a subpoena discovery request, or other lawful process from someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement: In certain situations, we may release information about you to law enforcement officials. For example we might release information about you to identify or locate a missing person; about a death that may be the result of criminal conduct; or in emergency circumstances to report a crime, the location of the crime or victims or the identity description of location of the person believed to have committed the crime.

Coroners Medical Examiners and Funeral Directors: We may release information to a coroner or medical examiner to identify a deceased person or determine a cause of death. We may release information to funeral directors as necessary to help them carry out their duties.

National Security and Intelligence, Protective Services for the President and Others: We may release information about you to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

Correctional Programs: If you are an inmate or in the custody of a law enforcement officer, we may release information about you to the correctional institution or law enforcement officer, for example, to provide you with health, to protect your health and safety or the health and safety of the others.

YOUR RIGHTS REGARDING INFORMATION ABOUT YOU

You have the following rights:

To Inspect and Copy Your A Helping Hand Senior Care Services LLC. Service Records: Usually this includes medical and billing records, but may exclude psychotherapy notes. To inspect and copy information in your record, you must submit your request in writing to the Administrator or State Director or HIPAA Compliance Officer. We may charge a fee for the costs of copying mailing or other costs related to your request.

To Receive a Paper Copy of Electronic Copy of this Notice: You have the right to receive a paper copy or an electronic copy of this notice. You may request either a paper or an electronic notice from the HIPAA Compliance Officer.

ADDITIONAL RIGHTS UNDER STATE LAW: State privacy laws may provide additional privacy protections. Any such protections will be attached in a separate State addendum to this Notice.

CHANGES TO THIS NOTICE: We may change this notice in the future. We can make the revised or changed notice effect for information we already have about you as well as any information we have in the future.

COMPLAINTS: If you believe your privacy rights have been violated, you may file a complaint with our HIPAA Compliance Officer or with the Secretary of Health and Human Services. All complaints must be in writing. We will not retaliate against you for filing a complaint.

Revised March 31, 2014

ACKNOWLEDGEMENT AND CONSENT

I received a copy of the A Helping Hand Senior Care Services LLC. Privacy and HIPAA Compliance Notice. I have had an opportunity to review it and to ask questions. I understand that A Helping Hand Senior Care Services LLC. may disclose information about me without my consent, as required or permitted by law.

I understand that by submitting a written request I may receive a copy of my file; request an amendment to my file; request alternative communication methods; request limited distribution of information in my file; or obtain an accounting of disclosures.

In signing this document, I also consent to the use and disclosure of my service information for routine treatment, billing and operations.

Individual

Date

Legal Representative

Date