

- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.

We will not use or share your information other than as described 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.

How does CareFirst BlueCross BlueShield Community Health Plan Maryland Use Your Protected Health Information?

The sections that follow tell some of the ways we can use and share PHI without your written authorization.

For Payment — CareFirst BlueCross BlueShield Community Health Plan Maryland may use PHI about you so that the treatment services you get may be looked at for payment. For example, a bill that your provider sends us may be paid using information that identifies you, your diagnosis, the procedures or tests, and supplies that were used.

For Health Care Operations — CareFirst BlueCross BlueShield Community Health Plan Maryland may use PHI about you for health care operations. For example, we may use the information in your record to review the care and results in your case and other cases like it. This information will then be used to improve the quality and success of the health care you get. Another example of this is using information to help enroll you for health care coverage. CareFirst BlueCross BlueShield Community Health Plan Maryland may use PHI about you to help provide coverage for medical treatment or services. For example, information we get from a provider (nurse, PCP, or other member of a health care team) will be logged and used to help decide the coverage for the treatment you need.

CareFirst BlueCross BlueShield Community Health Plan Maryland may also use or share your PHI to:

- Send you information about one of our disease or case management programs
- Send reminder cards that let you know that it is time to make an appointment or get services like EPSDT or Child Health Checkup services
- Answer a customer service request from you
- Make decisions about claims requests and Administrative Reviews for services you received
- Look into any fraud or abuse cases and make sure required rules are followed
- We are not allowed to use genetic information to decide whether we will give you coverage Other Uses of Protected Health Information

Business Associates — CareFirst BlueCross BlueShield Community Health Plan Maryland may contract with business associates that will provide services to CareFirst BlueCross BlueShield Community Health Plan Maryland using your PHI. Services our business associates may provide include dental services for members, a copy service that makes copies of your record, and computer software vendors. They will use your PHI to do the job we have asked them to do. The business associate must sign a contract to agree to protect the privacy of your PHI.

People Involved with Your Care or with Payment for Your Care — CareFirst BlueCross BlueShield Community Health Plan Maryland may make your PHI known to a family member, other relative, close friend or other personal representative that you choose. This will be based on how involved the person is in your care, or payment that relates to your care. We may share information with parents or guardians, if allowed by law.

Right to Request Confidential Communications

You have the right to ask that we communicate with you about your PHI in a certain way or in a certain location. For example, you may ask that we send mail to an address that is different from your home address. Requests to change how we communicate with you should be submitted in writing to CareFirst BlueCross BlueShield Community Health Plan Maryland's Member Privacy Unit. We can send you a form to complete. For a copy of the form, contact Member Services. The address and phone number are at the end of this Notice. Your request should state how and where you want us to contact you.

What should you do if you have a complaint about the way that your protected health information is handled by CareFirst BlueCross BlueShield Community Health Plan Maryland or our business associates?

If you believe that your privacy rights have been violated, you may file a complaint with CareFirst BlueCross BlueShield Community Health Plan Maryland or with the Secretary of Health and Human Services.

To file a complaint with CareFirst BlueCross BlueShield Community Health Plan Maryland or to ask for an Administrative Review of a decision about your PHI, send a written request to CareFirst BlueCross BlueShield Community Health Plan Maryland's Member Privacy Unit or call Member Services. The address and phone number are at the end of this Notice.

To file a complaint with the Secretary of Health and Human Services, send your written request to:

Office for Civil Rights

U.S. Department of Health and Human Services 150 S.

Independence Mall West, Suite 372

Philadelphia, PA 19106-3499 OR

visit www.hhs.gov/ocr/privacy/hipaa/complaints/

You will not lose your CareFirst BlueCross BlueShield Community Health Plan Maryland membership or health care benefits if you file a complaint. Even if you file a complaint, you will still get health care coverage from CareFirst BlueCross BlueShield Community Health Plan Maryland as long as you are a member. We will not retaliate against you for filing a complaint.

Where should you call or send requests or questions about your protected health information? You may call us toll free at 410-779-9369 or 1-800-730-8530. TTY users call 711.

Or, you may send questions or requests, such as the examples listed in this Notice, to the address below:

Director of Compliance

1966 Greenspring Drive, Suite 100

Timonium, MD 21093

Send your request to this address so that we can process it timely. Requests sent to persons, offices or addresses other than the address listed above might be delayed.

CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.