

Notice of Privacy Policy for Consumer Nonpublic Personal Information

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.

CalCare IPA is committed to protecting the privacy and confidentiality of this information. In order to administer our benefits programs effectively, we must collect, use and disclose nonpublic personal information (NPPI). NPPI means nonpublic personal financial information and non-public personal health information. NPPI is information that identifies an individual member of a health plan. It may include an individual's name, address, telephone number and social security number, or it may relate to an individual's participation in the plan, his/her health condition, the provision of health care services or the payment of health care services. NPPI does not include publicly available information or information available or reported in an aggregate form that does not identify individual persons.

Information we may collect on members and their dependents:

The NPPI we collect varies, depending upon the products and services requested. We collect NPPI from the following sources:

- Information we receive directly or indirectly from the member or the member's health plan, survey or other forms, in writing, in person, by telephone or electronically, information including but not limited to name, address, and social security number, date of birth, marital status, dependent information, employment information and health history.
- Information about a member's relationship and transactions with our affiliates, our agents, others and us. This may include information on claims, eligibility, health conditions, health history, utilization review, appeals, grievances, payments and other financial information, including personal financial information.

Member information we may disclose and the purpose:

We do not disclose any NPPI about members or former members to anyone, except as permitted or required by law. Disclosures may be made without prior authorization as permitted by the law. We use NPPI internally; share NPPI with our insurers, payors, vendors, consultants and government authorities as necessary to administer benefit policies or contracts, to detect and/or prevent insurance fraud and to comply with mandatory regulatory activities. We contractually require any person or organization providing services or products on our behalf to protect the confidentiality of our customers' and members' NPPI.

Safeguarding member NPPI

We restrict access to NPPI about members and their dependents to those employees, vendors, healthcare providers and agents who need to know that information to provide products or services. We maintain physical, electronic and procedural safeguards that comply with state and federal regulations to guard member NPPI from unauthorized access, use and disclosure.

Member Rights

All communications to you relating to protected health information will be conducted in a confidential manner. You have the right to inspect and copy protected health information and can provide an amendment if you desire. You may also request to receive an accounting of disclosures of protected health information. Complaints can be reported to the health plan if you believe your privacy rights have been violated, without any fear of retaliation against you.