



Missouri Care[™]
H E A L T H P L A N

Missouri Care, Incorporated Notice of Privacy Practices

Missouri Care works hard to keep your health records private.

This letter explains how Missouri Care uses your health records. It also describes Missouri Care's duties and your rights as a participant. Please read this letter carefully. Keep it in a safe place so you can read it again in the future if you have questions.

**MISSOURI CARE, INCORPORATED
NOTICE OF PRIVACY PRACTICES**

**THIS LETTER EXPLAINS HOW YOUR MEDICAL RECORDS MAY BE
USED AND GIVEN OUT. IT ALSO TELLS WHAT YOU NEED TO DO TO SEE THESE RECORDS.**



Health and Wellness Program

PLEASE READ THIS LETTER CLOSELY.

This letter explains how MO HealthNet Health and Wellness program handles and protects your health records. It also talks about the rights you have as a participant to your health records. All provisions may not apply to your situation or participation in the MO HealthNet Health and Wellness Program.

Please call if you have questions about this letter. Our number is 1-800-447-6804. If you have trouble hearing, you can call our TDD/TTY number at 1-800-735-2966.

What do we do with your health records?

Participant services: The Participant Services Department is trained to help you. They might need to see your health records to answer your questions.

Helping with your treatment: Missouri Care does not give you medical care. But sometimes we need your health records to help manage your care or to decide what treatments are covered by your benefits. Your health records allow us to remind you about services that can help keep you healthy.

These services include:

- Shots
- Checkups
- PCP visits
- Medical screenings

We may share your health records with other people who give you care. This includes:

- PCPs
- Hospitals
- Drug stores
- Others

Family and friends: With your permission Missouri Care may give out your health records to family members or friends who are helping with your care or who are helping pay for your care. For example, Missouri Care may need to talk with one of these people if you have an accident. Please let us know if you do not want us to give your health records to family members or friends who are helping you. Our address and phone number are at the end of this letter.

Payment for your treatment: Missouri Care will use your health records and may share them with others when paying for your care. One example of this is the claim form your PCP sends us. This form shows your health records. We may also use your health records to review the care your PCP gives you or to review how you have used your health benefits.

You or your PCP may ask for a review if you do not agree with our decision to pay a claim. We will look at your records to decide how to answer your request.

Health care operations: Missouri Care may use your health records to help us do our job. We may use your health records for:

- Health Education
- Disease Prevention
- Case Management
- Quality Improvement
- Accounting and Audits
- Legal matters
- Fraud prevention
- Insurance
- Business management and planning

For example, a case manager may work with your PCP to get you services for a health care problem. The case manager may also suggest other programs or places that can help.

Special Purposes: Missouri Care may use or give out your health records to certain people or agencies for special reasons. Examples of this are:

Required by Law: Federal, state, and local laws sometimes require us to give out your health records. For example, we must give out records for the workers' compensation program on work-related injuries.

Public Health: We may report certain medical records for public health purposes.

Public Safety: We may give out health records for public safety purposes. For example, we may give out health records to the police:

- If they give us a search warrant or grand jury witness request
- To help them identify or locate someone
- To prevent a serious threat to someone
- For other reasons

Research: We may use your health records for research projects. We will get your permission before we do this. Or, we will use a special process that will keep your records private.

Oversight: Missouri Care is reviewed by government agencies to make sure that your providers and we are doing a good job. We have to show participant records to these agencies when they do their review.

Disputes: We may give out your health records if the law requires it for a lawsuit or legal dispute.

People no longer living: We may give out records about people who are no longer living. These records might be given to:

- Coroners
- Medical examiners
- Funeral directors
- Organ donation agencies

Military, Veterans, National Security and Other Government Purposes: We may give out your health records for military, intelligence and national security purposes.

State Laws: Missouri Care must follow all state laws that protect your health records.

HIV Testing: If we keep HIV test records about you, we will only give them to your PCP. If you do not tell us which PCP to give them to, we will give them to the Missouri Department of Health and Senior Services. We will not give out these records to anyone else unless you give us your okay in writing.

Genetic Records: If we keep genetic records about you, we will only use them for research or if the law requires us to give them to someone. We will not give out these records to anyone else unless you give us your okay in writing.

Other uses of your records: If Missouri Care needs to use or give out your health records for any other reasons, we will ask for your okay first.

If you give us your okay to use or give out your health records, you may cancel your okay at any time. If we have already done something based on your okay, we cannot change it. To cancel your okay, write to us at the address at the end of this letter.

What are your rights?

Right to see and copy your record: You have the right to look at your health plan record and get a copy of it. If you want a copy of your health plan record, write to us at the address at the end of this letter.

If you want a copy of your medical records, you need to contact your PCP's office or the health care facility where you were treated.

Right to ask for a change to your record: You can ask us to change your records if they are wrong or incomplete. To ask us to change your records, write to us at the address at the end of this letter. Your request must clearly tell us what records you want to change.

Right to get a list of people or groups that received your health records: You have the right to get a list of the people and groups we have given your health records to. If you want this list, write to us at the address at the end of this letter.

Right to ask for private contact: If you think the way we contact you could be dangerous to you, please let us know. We will do our best to contact you in a more private way.

Right to ask for special treatment for your health records: Missouri Care may use your health records in the ways we talked about in this letter. You can ask us not to use your records in these ways. We do not have to agree to your request, but we will consider it. If we do agree to give your health records special treatment, we will follow our agreement with you. If you want to make this request, write to us at the address at the end of this letter.

Right to get a paper copy of this letter: If you got this letter by computer, you have the right to a paper copy. You can get a paper copy on our Web site at www.missouricare.com. We can also mail you a copy.

Will we change this letter?

The law requires us to give you this letter. We must follow what we say in this letter. But we have the right to change this letter if we change how we handle health records, and to make those changes apply to all the records we hold. You can get a copy of the most current letter on our Web site at www.missouricare.com. We can also mail you a copy.

What if you have questions or concerns?

Please call Participant Services if you have privacy questions or concerns. Our number is **1-800-447-6804**. If you have trouble hearing, you can call our TDD/TTY number at 1-800-735-2966.

You may also write us at:

Missouri Care
c/o Community Health Plan
137 N. Belt Hwy
St. Joseph, MO 64506

You can file a grievance with us if you don't like our response to your concerns. You can use the phone number and address above. You may also file a complaint with the Department of Health and Human Services, Office of Civil Rights. We can give you their address if you call us.

If you file a complaint with the Office of Civil Rights, you will not lose your health care benefits or your Missouri Care membership. We also will not get revenge against you in any way.

Effective Date: April 14, 2003