

# Notice of Privacy Practices

**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.**

## General Information

Information regarding your health care, including payment for health care, is protected by two federal laws: The Health Insurance Portability and Accountability Act ("HIPAA"), 42 U.S.C. §1320d *et seq.*, 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S. C. §290dd-2, 42 C.F.R. Part 2. Under these laws, CRC Health Group ("CRC") and its affiliates may not say to a person outside CRC that you attend the program, nor may CRC disclose any information identifying you as an alcohol or drug treatment patient, or disclose any other protected information except as permitted by federal law.

**Effective date of this notice:** April 14, 2003

## **I. How CRC May Use or Disclose Your Health Information**

CRC collects PHI from you and stores it in a chart and on a computer. This is your medical record. The medical record is the property of CRC, but the information in the medical record belongs to you. CRC protects the privacy of your PHI. CRC must obtain your written consent before it can disclose information about you for payment purposes. For example, CRC must obtain your written consent before it can disclose information to your health insurer in order to be paid for services.

Generally, you must sign a written consent before CRC can share information for treatment purposes or for health care operations. However, federal law permits CRC to use or disclose information without your written authorization for the following purposes:

1. Pursuant to agreement with a Qualified Service Organization/Business Associate. CRC provides a variety of comprehensive behavioral health treatment and service using a provider network of employed and contracted physicians and clinicians, as well as contracted specialty medical services ("Business Associates"). Medical treatment includes but is not limited to:
  - Routine Care (histories and physicals, screening exams, etc.);
  - Diagnostic treatment (x-rays, lab tests, etc.);
2. We may disclose your PHI to health agencies during the course of audits, investigations, evaluations, inspections, licensure, and other proceedings;
3. To report a crime committed on CRC's premises or against CRC personnel;
4. To medical personnel in a medical emergency;
5. To the appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

## **II. When CRC May Not Use or Disclose Your Health Information**

Except as described in this Notice of Privacy Practices, CRC will not use or disclose your PHI without your written authorization. The law requires that CRC obtain your authorization to use or disclose your PHI:

1. For marketing purposes or the sale of your PHI.
2. Related to your psychotherapy notes.
3. For fundraising communications sent to you.

## **III. Your Health Information Rights**

1. You have the right to request restrictions on certain uses and disclosures of your PHI. However, CRC is not required to agree to the restriction that you requested.
2. You have the right to request and receive your PHI in an electronic format.
3. Upon written request, you have the right to receive your PHI through a reasonable alternative means or at an alternative location.
4. You have the right to inspect and request a copy of your PHI. You should take note that, if you are a parent or a legal guardian of a minor, certain portions of the minor's medical record will not be accessible to you.
5. You have a right to request that CRC amend your PHI that is incorrect or incomplete. CRC is not required to change your PHI and will provide you with information about the CRC denial process, and how you can disagree with the denial.
6. You have a right to receive an accounting of disclosures of your PHI made by CRC, except that CRC does not have to account for the disclosures provided to you, of section I of this Notice of Privacy Practices.
7. You have a right to a paper copy of this Notice of Privacy Practices.
8. You have the right to revoke your authorization to use or disclose PHI, except to the extent that action has already been taken based on a previous authorization.
9. You have the right to receive notice from CRC following a breach of your unsecured PHI.
10. You have the right to choose not to receive any fundraising communications from CRC.

11. You have the right to request that CRC restrict the disclosure of your PHI to health plans for services that you paid for fully at your own expense.

#### **IV. Changes to this Notice of Privacy Practices**

CRC Health Group reserves the right to amend this Notice of Privacy Practices at any time in the future, and to make the new provisions effective for all information that it maintains, including information that was created or received prior to the date of such amendment. Until such amendment is made, CRC Health Group is required by law to comply with this Notice.

#### **V. How to Contact Us About Your Privacy Rights**

If you have a complaint about this Notice or how CRC handles your PHI, or if you want more information about your privacy rights and how to use them, please call or write to us at:

CRC Health Group Corporate Compliance Officer  
CRC Health Group  
12750 Center Court Drive, Suite 290  
Cerritos, CA 90703

Toll-free 1- 866-277 0274

CRC will not retaliate against you for filing a complaint.

#### **VI. Complaints**

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Department of Health and Human Services  
Office of Civil Rights  
Hubert H. Humphrey Bldg.  
200 Independence Avenue, S.W.  
Room 509F, HHH Building  
Washington, DC 20201

You may also address your complaint to one of the regional Offices for Civil Rights. A list of these offices can be found online at <http://www.hhs.gov/ocr/office/about/rgn-hqaddresses.html>.

Violation of the Confidentiality Law, 42 C.F.R. Part 2, by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs. A directory for the United State Attorney found online at <http://www.justice.gov/usao/districts>.