



AlohaCare
For a healthy Hawaii.

NOTICE OF PRIVACY PRACTICES

Effective April 14, 2003 – Revised July 25, 2016

This notice describes how medical information about you may be used and shared and how you can get this information. Please read it carefully.

AlohaCare uses and shares protected health information (“PHI”) for your treatment, to pay for care and to run our business. We may also use and share your information for other reasons as allowed and required by law.

Your Information

When you see your doctor, there is a record of your visit. This record may have details about your treatment, condition, test results, and more. Your doctor sends claims to AlohaCare to pay for the services you receive. The claims may include some information from your records. We call this information about you and the services that you received your protected health information, or PHI. PHI can be verbal, written or electronic.

As your health plan, we care about keeping your PHI private. Federal law says that we must guard your PHI. This notice tells you about our privacy practices, our legal duties and your privacy rights. This notice will stay in effect until it is changed.

PHI is used in a number of ways, including planning for and coordinating your health care. That is why it may be shared with your doctor or other health care providers. It is used to process claims for the care or services you receive or to review whether the services are right for you.

AlohaCare shares your PHI, as needed, with business associates. Business associates agree to protect your verbal, written, or electronic PHI. They are not allowed to use your PHI other than as permitted by our contract with them.

How PHI is Used

We may use your PHI in the following ways:

- For your treatment with your doctor or other health care providers.
- To pay doctors, hospitals and other health care providers for the care you receive.
- To make sure you receive proper health care.

Other Ways PHI is Used

Your PHI may also be used or shared for:

- To send you information about new health services or about doctors, hospitals and other health care providers.
- To send you a reminder for your next appointment or health screening.
- We may share your PHI with any person or entity whom you give us permission to share your PHI. We may also share your PHI with your family, close friends, or others involved in

payment for your care without permission if you are not able to give permission, for example if you are unconscious, and we believe it is in your best interest.

- We may share your PHI with public health or legal agencies that work to prevent or control disease, injury or disability in Hawaii.
- As required by law, we may need to share PHI if we suspect abuse, neglect or domestic violence.
- We may share PHI with agencies that work to help prevent fraud and abuse and for other government activities that watch over health care.
- We may share your PHI with law enforcement officials because of a court order, warrant, subpoena or other law process.
- We may share your PHI with health oversight agencies for activities authorized by law; or special government functions such as military, national security, and presidential protective services.
- We may use or share PHI as required by the federal privacy law.
- We may share PHI with the medical examiner or a funeral director so they can do their job.
- We may share PHI with researchers who are approved to do research projects.
- We may share PHI to protect the health of another person or for the public.
- We may share PHI to help with product recalls.
- We may share PHI to assist with reporting adverse reactions to medications.
- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- We may share PHI to comply with laws on workers' compensation or other programs.
- During a medical emergency or disaster, we may share PHI to make sure you can get the care or services you need.

When does AlohaCare Need your Approval to Share your PHI?

AlohaCare must have your approval to:

- Use and share PHI for marketing reasons.
- Sell your PHI.

Except as stated in this Notice, AlohaCare uses and shares your PHI only with your written approval. You may cancel your approval at any time, unless we have already acted on it. You will need to write to us in order to cancel your approval.

Your Rights

You have the right to:

- Ask us to limit how we use your PHI. There may be reasons why we cannot agree to this request. Even if we agree, we may still share records with a health care provider if needed for your treatment in an emergency.
- Ask that your PHI be sent to you by means other than mail or be sent to a different address.
- Ask for and receive a copy of this privacy notice.
- See or ask for a copy of your PHI.

- Ask to change or add to your PHI. In some cases, we may not be able to comply with your request, such as if we did not create the PHI. If we cannot comply with your request, we will explain why in writing within 60 days.
- Ask for and receive a list of people or organizations outside of AlohaCare that we share your PHI with. We share your PHI only for the reasons described in this notice.
- Ask for a paper copy of this notice.
- Be told when there is a breach of your PHI. AlohaCare will tell you of any unauthorized access or sharing of your PHI.
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
- Give us written permission to use your PHI or to share it with someone you name for any purpose. You may withdraw your permission at any time.
- Ask that we do not send you fundraising information from AlohaCare.
- File a complaint if you believe your privacy rights have been violated. AlohaCare will not take any actions against you if you file a complaint. Your benefits will not change.

Our Duties

AlohaCare has certain duties to follow. We must:

- Protect the privacy of your PHI.
- Give you a notice of our privacy practices.
- Notify you when there has been a breach of your PHI.
- Follow the terms of this notice.
- Fulfill your request to send PHI to you by means other than mail or to you at another address. Your request must be reasonable and must let us continue to pay claims, we must say “yes” if you tell us you would be in danger if we do not.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- Use and share only the PHI that we and our partners need to do our jobs.
- Make sure our business partners agree to protect your PHI the same way that we do.

We will not use or share your PHI except as required by law or as described in this notice. Not only do all the physicians and providers in our network know that your information is private and confidential, but AlohaCare’s employees know that too. We use training programs and policies and procedures supported by management oversight to make sure employees know the procedures they need to follow so your information – whether in oral, written or electronic format is secure and safeguarded.

AlohaCare has the right to change the terms of this notice. AlohaCare can also make new terms effective for all PHI that is kept. This notice is available on our web site www.AlohaCare.org. You can also request a copy at any time.

Report a Problem

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services. If you file a complaint, we will not take action against you. Send your complaints to:

AlohaCare

Attn: Privacy Officer

1357 Kapiolani Blvd., Suite 1250

Honolulu, HI 96814

Oahu: 973-0712

Neighbor Islands/Oahu (toll-free): 1-866-973-0712

TTY: 1-877-447-5990

Office of Civil Rights, DHHS

90 7th St, Suite 4-100

San Francisco, CA 94103

(415) 437-8324

TDD: (415) 437-8311

<http://www.hhs.gov/ocr>

For More Information

If you would like more information on AlohaCare's privacy practices, please contact AlohaCare at the address and phone number above.

AlohaCare complies with applicable Federal civil rights laws and does not discriminate on the basis of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

(English) Do you need help in another language? We will get you a free interpreter. Call 1-808-973-0712 to tell us which language you speak. (TTY: 1-877-447-5990).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-808-973-0712 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 1-877-447-5990).

(Traditional Chinese) 您需要其它語言嗎？如有需要，請致電1-808-973-0712，我們會提供免費翻譯服務 (TTY: 1-877-447-5990)。

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-808-973-0712로 전화해서 사용하는 언어를 알려주십시오 (TTY: 1-877-447-5990).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-808-973-0712 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 1-877-447-5990).