

## Notice of Privacy Practices

### Your Health Information

THIS NOTICE TELLS YOU HOW WE MAY USE AND SHARE YOUR MEDICAL INFORMATION. IT ALSO EXPLAINS HOW YOU CAN GET THIS INFORMATION. PLEASE READ IT CAREFULLY.

### Your Right to Privacy

As your health plan, we see information about your health. We want you to know that we protect it. These are some of the things we do to protect your information:

- We limit the number of people with whom we share it. We require those people to protect it.
- We let you check the information we have about you to make sure it is correct.

### Where do we get this information?

- From you
- From doctors, hospitals, and other health care providers related to your health care
- From companies we do business with

### With whom do we share your information?

- Our workers who handle your plan
- Doctors and other health care givers
- Companies we do business with
- People who have a legal right to see it under certain circumstances, including authorities in:
  - Public health
  - Law enforcement
  - Workers' compensation
  - Court
  - Funeral business
  - Oversight agencies
  - Government
- Agencies that tell us how we can operate
- Appropriate staff at the U.S. Department of Health and Human Services

- A family member or friend of your choice
  - This person may help with your health care or the payment of that care. We will get your verbal or written permission before we talk to that person unless that is impractical. You also can change your mind and ask us not to reveal information to that person. The final decision on sharing information in an emergency is based on our judgment of your best interests.

### How is your information protected?

- The law requires legal and regulatory agencies to keep it private.
- We use physical, electronic, and procedural safeguards to protect it.
- We require that our employees sign an agreement to keep it private.
- We require that other companies we do business with agree to keep it private.

### How do we use this information?

- To make sure your health care is covered by your benefit plan
- To make sure your health care is medically necessary
- To manage your benefits – for example, to pay a claim for medical care you receive
- To review the quality of care and services you receive
- To tell you about health care products or services for which you may become eligible
- To notify you about routine checkups and tests
- To respond to requests from agencies that control us
- For legal reasons

### Do we ever use it for any other reason?

No, not unless you tell us we can. If we want to use it for a special reason, we need to ask for your consent in writing. If you do not give us your written consent, we can't use it.

## **Can you ever ask us to use it for a special reason?**

Yes, if you ask us to send your medical records to someone, we will. If you ask us to stop, we will stop.

## **Your Rights**

You have more control of your health information today.

You may:

- Write to us for a copy of certain medical records. If it looks wrong or incomplete, you can ask us, in writing, to change it. If someone else gave us the information, we will tell you who, so you can ask them to change it.
- Ask us to limit the information we share and with whom we share it. However, we may not agree with your request.
- Ask us to send your mail to another address if it's dangerous for you to get health information at home.
- Get a copy of information we have shown people since April 14, 2003. The only exceptions are information used for treatment, payment, health care operations, or information protected by law.

## **Complaints**

If you think we have not protected your privacy, you can file a complaint with us or with the federal government. We will not hold this against you. Anthem members can reach us by calling Anthem Customer Care Center at **(866) 896-6625**. Members with hearing loss may call the TTY line at: **(800) 750-0750**. These phone numbers are printed on your ID card.

## **Changes**

We can make changes to this notice at any time. We will let you know about the changes through the newsletter we send you, a note mailed to your address, or a note posted on our website on the Internet.

## **How can you reach us?**

Please call the Anthem Customer Care Center at **(866) 896-6625**. Members with hearing loss may call the TTY line at: **(800) 750-0750**. These phone numbers are printed on your ID card. Call if you want to:

- Ask us to do something we talk about in this policy
- Talk to us about keeping information private
- File a complaint with us