



NOTICE OF PRIVACY PRACTICES: Effective September 1, 2023

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.

Upper Peninsula Health Plan (UPHP) by law must protect the privacy of your protected health information (PHI). We also must:

- Give you notice of our legal duties about your PHI.
- Give you notice of our privacy practices regarding your PHI.
- Follow the terms of the notice that are currently in effect.
- Tell those who have potentially been affected by a breach of PHI.

UPHP is allowed to use and give out your PHI for:

- *Treatment.* We may give out medical facts about you to manage your health care. For example, we may tell your doctor about the care you got in an emergency room.
- *Payment.* We may use and give out medical facts about you so that the medical services you get can be billed and paid for. For example, we may ask a hospital emergency room for details about your care before we pay for it.
- *Business operations.* We may need to use and give out medical facts about you for our business operations. For example, we may use medical facts about you to review the quality of services you get.

UPHP may share information about you with your family, close friends, or others involved in payment for your care or share information about you in a disaster relief situation.

If you are not able to tell us what you'd like, for example, if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information if there is a serious threat to health or safety.

UPHP is allowed or required to share your PHI in other ways. This is usually in ways that add to the public good, such as public health and research. UPHP may share your PHI for the following reasons:

- *To follow the law.* UPHP will share your information if state or federal laws require it. For example, we may share it with the U.S. Department of Health and Human Services if it wants to see that we are following laws.
- *To help with public health activities.* For example, UPHP may share your information to help prevent disease.
- *To report suspected abuse, neglect, or domestic violence.* UPHP may share your information with the correct agency if there is suspected abuse.
- *For government health care oversight activities.* UPHP may share your information for events such as audits and investigations.
- *To respond to lawsuits and legal actions.* UPHP may share information about you in response to legal orders, such as from a court.
- *To do research.* UPHP may use or share your information for health research.

- *For organ and tissue donation and transplant reports.* UPHP may share your information with organ transplant organizations.
- *In emergency situations.* UPHP may share your information to prevent or reduce a serious threat to health or safety.
- *To address workers' compensation, law enforcement, and other government request.* UPHP may share your information for workers' compensation claims, law enforcement, and other government purposes such as military and national security.

UPHP may never share your PHI for the following reasons unless you give us written permission:

- *Marketing.*
- *Sale of your information.*
- *Most uses and releases of psychotherapy notes.*

If any law requires us to give you more protection, we must follow that law and this notice.

Copies of This Notice

You can have a copy of this notice at any time. If you get it electronically, you can still have a paper copy. Please call or write to us to ask for a copy.

Changes to This Notice

We are allowed to change this notice. The changes will apply to all information we have about you. The new notice will be available on our website. You will also be notified through our member newsletters.

Your Right to Inspect and Copy

You or your personal representative may ask for access to the PHI in your record. The UPHP Privacy Officer must get the request in writing. The information will be given within 30 days of the request. An additional 30 days is allowed if UPHP can't meet the deadline. UPHP may charge a fee. We can deny your request, but we must give a written reason.

Your Right to Ask For Restrictions

You may ask to limit what we use or share. You may ask us not to use or share certain health information for treatment, payment, or operations. You can ask for a limit on the health information we share about you with someone who is involved in your care or the payment for your care. We are not required to agree to your request unless the request is to restrict sharing of your PHI to a health plan and the PHI is only about a health care item or service for which you have already paid the medical giver in full. You or your personal representative must submit the request in writing and must include:

- What information you want to limit.
- Whether you want to limit our use, sharing, or both.
- To whom you want the limits to apply.

Your Right to Change

If you feel that the facts we have about you are wrong or incomplete, you can request that we fix it. Requests for a change to PHI in your record should be made to the UPHP Privacy Officer. We may deny your request if it is not in writing or does not include a reason. We may also deny your request if you ask us to change information that:

- Was not created by us, unless the person or entity that created the information is no longer able to make the change.
- Is not part of the health information kept by or for the Plan.

- Is not part of the information that you would be permitted to inspect and copy.
- Is accurate and complete.

We must give you a written reason for our denial. You or your personal representative may then give a written statement disagreeing with the denial and have that statement included with any future releases of your PHI.

Your Right to a List of Releases

You can get a list of our releases of your facts. This does not apply when the release was to you, you approved the release, or if the release was made for treatment, payment, or health care operations. We do not have to give you a list of releases made before April 14, 2003. You must make your request in writing to the UPHP Privacy Officer. Your request must have a time period no longer than six years. UPHP will give one list per year for free but will charge a fee for more lists requested within 12 months.

Your Right to a Notice of a Breach

You will be notified if your PHI is breached. We will notify you as soon as possible, but no later than sixty days after it is discovered.

Your Right to Ask for Confidential Communications

You can ask that we discuss your medical matters with you in a certain way or place. It must be asked for in writing. For example, you can ask that we only contact you at home, at a certain address, or by mail. We will meet all reasonable requests.

Other Uses of Protected Health Information

Other uses and releases of your PHI not covered by this notice or allowed by law will only be made with your written approval. If you give approval to use or share, you may cancel that approval, in writing, at any time. If you cancel your approval, we will no longer use or share PHI about you for the reasons covered by your written approval. UPHP is unable to take back any releases we already made with your approval.

How to Use Your Rights in This Notice

If you want to use your rights in this notice, call or write to us. We can help you write your request if needed.

Complaints and Communications to Us

If you want to exercise your rights under this notice, tell us about privacy issues, or file a privacy-related complaint, you can call us or write to:

Upper Peninsula Health Plan
Attn: Privacy Officer
853 West Washington Street
Marquette, MI 49855
1-800-835-2556 (TTY:711)

You will not be punished if you file a complaint. You can view a copy of this notice on the UPHP website at www.uphp.com.

Complaints to the Federal Government

If you think that your privacy rights have been violated, you can file a complaint with the federal government. Your complaint must be filed in writing by mail, fax, email, or via the Office for Civil Rights Complaint Portal. Instructions on reporting can be found at <https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html>. You will not be punished if you file a complaint.

NOTICE FOR FINANCIAL INFORMATION: Effective September 1, 2023

THIS NOTICE DESCRIBES HOW FINANCIAL INFORMATION ABOUT YOU MAY BE USED AND SHARED.

UPHP protects your personal financial information (FI). Personal FI is information we have about you so we can give you coverage. FI identifies you and is not generally publicly available.

Information we collect

UPHP may get FI about you from applications or other forms. This may include your name, address, age, and social security number, your transactions with us or others, and/or premium payment data.

Release of Information

We do not share FI about you, except as required or allowed by law. For example, we may share with companies for business purposes, such as to carry out your transactions.

Confidentiality and Security

UPHP maintains physical, electronic, and other protections following state and federal standards to protect your information. Computer protections, secured files, and buildings are in place to protect your information.

Questions About this Notice

UPHP MI Health Link (Medicare-Medicaid Plan) Members: Contact your Care Coordinator or call UPHP Customer Service at 1-877-349-9324 (TTY: 711), Monday through Friday from 8 a.m. to 9 p.m. Eastern time. The call is free.

UPHP Medicaid & Healthy Michigan Plan Members: Call UPHP Customer Service at 1-800-835-2556 (TTY: 711), Monday through Friday from 8 a.m. to 5 p.m. Eastern time. The call is free.

Disclaimers:

Upper Peninsula Health Plan (UPHP) MI Health Link (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

You can get this document free of charge in other formats, such as large print, braille, or audio. Call 1-877-349-9324 (TTY: 711) Monday through Friday from 8 a.m. to 9 p.m. Eastern Time. The call is free.