



CenCal HEALTH[®]
Local. Quality. Healthcare.

CenCal Health Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed by CenCal Health. This notice also describes how you can access this information. **Please review it carefully.**



WHY AM I RECEIVING THIS NOTICE?

By law, CenCal Health must keep your Protected Health Information (PHI) safe. CenCal Health must also provide you with this notice of its legal duties and privacy practices about your PHI, abide by the terms of this notice, and notify members if their PHI was not secured properly. This notice tells you how CenCal Health protects your PHI, may use and disclose (share) your PHI, and your rights about your PHI.

WHAT IS PHI?

PHI is health information that has your name, Social Security number, or other information that can let others know who you are. Your PHI can be spoken, written or electronic. CenCal Health must protect your PHI.



HOW CENCAL HEALTH PROTECTS YOUR PHI?

CenCal Health employees are trained to follow privacy and security policies and procedures, which limit access to your PHI. Only CenCal Health employees who need to access your PHI in order to perform their job duties are granted access. CenCal Health employees protect your PHI and will not discuss your information in public areas or with unauthorized persons.

CenCal Health takes physical and administrative measures to safeguard your PHI. For example, its employees must lock and store away PHI when not in use. CenCal Health employees must promptly pick up PHI from fax machines, printers, and copiers so that PHI is only to be received or seen by those who need it to perform their job functions.

Technical security measures to protect your PHI include data encryption and password protected devices, keycards, and communications.

HOW CENCAL HEALTH MAY USE AND DISCLOSE YOUR PHI?

CenCal Health may use and disclose your PHI for health care purposes. Some of the information CenCal Health uses and discloses is:



Your name



Address



Health care
received



The cost
of your care



Your medical
history

CenCal Health may use or disclose your PHI without your consent for the following purposes:

- **Treatment:** CenCal Health may use and disclose your PHI with doctors, dentists, pharmacies, hospitals, and others to get you the care you need.
- **Payment:** CenCal Health may use and disclose your PHI to make payments for healthcare services provided to you. CenCal Health may disclose PHI to other health plans, providers, and other entities (subject to federal privacy rules) for their payment purposes.
- **Health Care Operations:** CenCal Health may use and disclose your PHI to perform its health care operations such as audits, customer service, medical review of claims, and improvement activities.
- **Health Information Exchange (HIE):** CenCal Health participates in multiple Health Information Exchanges (HIEs), which allow providers to coordinate care and provide faster access to our members. HIEs assist providers and public health officials in making more informed decisions, avoiding duplicate care (such as tests), and reducing the likelihood of medical errors.

By participating in an HIE, CenCal Health may share your health information with other providers and participants as permitted by law. If you do not want your medical information shared in the HIE, you must make this request directly to CenCal Health.

- (Note: In some circumstances, your health information may not be disclosed. For example, mental health diagnosis and treatment, diagnosis or treatment for drug or alcohol abuse or an STD; birth control; or HIV test results are all considered 'Protected Records' and require your direct authorization to be shared.)
- **Data Exchange Framework (DxF):** The California Health and Safety code section 130290 requires CenCal Health to participate in the Data Exchange Framework. The goal of California's Health and Human Services Data Exchange Framework, a statewide data sharing agreement, is to accelerate and expand the exchange of health information among health care entities, government agencies, and social service programs beginning in 2024.
 - To learn more about the Data Exchange Framework visit:
<https://www.cdii.ca.gov/committees-and-advisory-groups/data-exchange-framework/>

OTHER PERMITTED OR REQUIRED DISCLOSURES OF YOUR PHI WITHOUT GIVEN CONSENT

As Required by Law:

CenCal Health may disclose your PHI when legally required to do so.

Health Oversight

Activities: CenCal Health may disclose your PHI to government oversight agencies (e.g., state insurance departments) for activities authorized by law.

Coroners, Medical Examiners, and Funeral Directors:

CenCal Health may release your PHI to coroners or funeral directors as necessary to allow them to carry out their duties.

Research: Under certain circumstances, CenCal Health may disclose your PHI for research purposes, provided certain measures have been taken to protect your privacy.

Organ, Eye, and Tissue

Donation: CenCal Health may disclose your PHI in connection with organ or tissue donation.

Public Health Activities:

CenCal Health may disclose your PHI to public health agencies for reasons such as preventing or controlling disease, injury, or disability.

Judicial and Administrative

Proceedings: CenCal Health may disclose your PHI in response to a court or administrative order. CenCal Health may also disclose your PHI in response to a subpoena, discovery request, or other lawful process.

Workers' Compensation:

CenCal Health may disclose your PHI to the extent necessary to comply with state law for workers' compensation programs.

Threats to Health and

Safety: CenCal Health may disclose your PHI if the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.

Victims of Abuse, Neglect, or Domestic Violence:

CenCal Health may disclose your PHI to government agencies if there is reasonable belief of abuse, neglect, or domestic violence.

Law Enforcement Official or a Correctional

Institution: CenCal Health may disclose your relevant PHI under limited circumstances to a law enforcement official or a correctional institution in response to a warrant or similar process. For instance, to identify or locate a suspect, if you are an inmate, or to provide information about the victim of a crime.

Specialized Government

Functions: CenCal Health may disclose your PHI as required by military authorities or to authorized federal officials for national security and intelligence activities.



WHEN WRITTEN PERMISSION IS NEEDED?

CenCal Health is required to obtain your written authorization to use or disclose your PHI for any other purpose not listed in this notice. You may revoke an authorization at any time, in writing.

YOUR PRIVACY RIGHTS

You have certain rights regarding your PHI that CenCal Health maintains. These rights include:

- **Right to Request Restrictions on the Use and Disclosure of Your PHI:** You have the right to request that CenCal Health restrict or limit the use or disclosure of your PHI for payment, treatment, or operations. CenCal Health is not required to agree to your request and may say “no” if it would affect your care.
- **Right to Access Your PHI:** You have the right to review or obtain copies of your PHI records, with some limited exceptions. Your request must be made in writing. CenCal Health may charge a fee for the costs of producing, copying, and mailing your requested information, but will tell you the cost in advance. CenCal Health does not keep a complete copy of your medical records. Please contact your Healthcare Provider if you want to look at, or get a copy of, or change an error in your medical records.
- **Right to Request Information Through a Third-Party Application:** You have the right to request certain information through a third-party application of your choice as allowed by the “Interoperability Rules”.
 - **Interoperability Rule:** CenCal Health may provide certain information to you through Third-Party applications as allowed by the Interoperability Rules. The Interoperability Rules requires CenCal Health to provide certain health information through a Third-Party application of your choice. For more information about how to select a Third-Party application, please see the “Third Party Health Applications” document on our website. CenCal Health is not responsible for Third-Party applications and is not responsible for your information once it is transferred to the Third-Party application at your request.
- **Right to Correct Your PHI:** You have the right to ask that information in your records be corrected. Your request must be made in writing and must include the reason you are seeking a change. CenCal Health may deny your request if the information is not created or kept by us. If CenCal Health denies your request to change a record, it will notify you in writing. You then have the right to submit a written statement of disagreement and CenCal Health has the right to respond to that statement.
- **Right to Receive Confidential Communications:** You have the right to request that CenCal Health contacts you in a specific way (e.g. home or office phone) or to send mail to a different address. CenCal Health will accommodate all reasonable requests.

YOUR PRIVACY RIGHTS (cont.)

- **Right to an Accounting (Listing) of Disclosures:** You have the right to request a list of the times CenCal Health has disclosed your PHI including:
 - Date the request for disclosure was received
 - Name of the entity requesting the disclosure
 - A brief description of the PHI that was disclosed
 - A brief statement of the purpose of the disclosure

The list will cover the last six years unless you want a shorter timeframe. The list will not have information before April 14, 2003. The list will not include when CenCal Health shares information with you, with your permission, or for treatment, payment, or health plan operations.

- **Right to a Paper Copy of This Notice:** You have the right to ask for a paper copy of this notice at any time. You can call CenCal Health's Member Services Department at (877) 814-1861 or find this notice on its website at: www.cencalhealth.org

FILE A COMPLAINT

If you believe that CenCal Health has not protected your PHI and wish to file a complaint or grievance, you have the right to file a complaint. You may file a complaint by contacting:

CenCal Health

Attn:

Grievance and Appeals
4050 Calle Real
Santa Barbara, CA 93110

Phone: 1-877-814-1861

Fax: 1-805-692-1684

Online:

<https://web.cencalhealth.org/OnlineGrievance>

California Department of Health Care Services

Office of HIPAA

Compliance Attn:

DHCS Privacy Officer 1501
Capitol Avenue, MS0010
P.O. Box 997413
Sacramento, CA
95899-7413

Phone: 916-445-4646

Fax: 916-440-7680

Email:

DHCSPrivacyOfficer@dhcs.ca.gov

U.S. Department of Health and Human Services

Office for Civil Rights

Attn: Regional Manager

90 7th Street, Suite 4-100
San Francisco, CA 94103

Phone: 800-368-1019

Fax: 202-619-3818

Email: ocrmail@hhs.gov

Online:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

CenCal Health supports your right to protect the privacy of your PHI. CenCal Health will not retaliate against you or penalize you for filing a complaint.

CHANGES TO THIS NOTICE

CenCal Health reserves the right to change these privacy practices. Any time CenCal Health makes a material change to this notice, it will post the most updated version on its web site and mail you a paper copy within 90 days.

This notice has been updated and is effective January 1, 2024.

NOTICE IN ANOTHER LANGUAGE OR FORMAT

If you would like this notice in Spanish or in another format, contact CenCal Health's Member Services Department at:

CenCal Health

Attn:

Member Services Department
4050 Calle Real, Santa Barbara, CA 93110

Phone: 877-814-1861

Fax: 805-692-1684



QUESTIONS

If you have questions about this notice and want to learn more, please contact CenCal Health's Privacy Office at:

CenCal Health

Attn:

Privacy Office 4050 Calle Real, Santa Barbara, CA 93110

Phone: 877-814-1861

Fax: 805-681-8279

Email: privacy@cencalhealth.org