

Health Plus of Louisiana, Inc.

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.

Health Plus of Louisiana, Inc. (Health Plus) is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about Health Plus' privacy practices, please contact Health Plus of Louisiana, Attention Compliance Officer, Post Office Box 32625, Shreveport, LA 71130, or call (318) 212-8800.

Effective Date of This Notice: April 14, 2003

I. How Health Plus may Use or Disclose Your Health Information

Health Plus collects health information from you and stores it electronically and in the paper format in which it is received. This is your medical record. The medical record is the property of Health Plus, but the information in the medical record belongs to you. Health Plus protects the privacy of your health information. The law permits Health Plus to use or disclose your health information for the following purposes.

Treatment. Your health information may be disclosed to provide, coordinate, or manage your health care and any related services. We may disclose your health information as necessary to doctors, nurses, counselors, physician assistants, business office personnel or any other personnel employed by providers which may be involved in your care.

Payment. Your health information may be disclosed to facilitate the payment to providers for healthcare services that may be involved in your care. This may include any activities that Health Plus may need to undertake to confirm eligibility, medical necessity, and authorization or utilization review activities.

Regular Health Care Operations. Your health information may be disclosed in order to support the Health Plus' claim payment operations and its associated business activities. These activities include, but are not limited to, quality assessment, claim payment, utilization review, medical necessity review, authorization of services, employee assessment or legally required financial and market conduct audits.

Notification and communication with family. We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or in the event of your death. If you are able and available to agree or object, we will give you the opportunity to object prior to making this notification. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

Required by law. As required by law, we may use and disclose your health information.

Public health. As required by law, we may disclose your health information to public health authorities for purposes related to preventing or controlling disease, injury or disability; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

Health oversight activities. We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings.

Judicial and administrative proceedings. We may disclose your health information in the course of any administrative or judicial proceeding.

Law enforcement. We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

Deceased person information. We may disclose your health information to coroners, medical examiners and funeral directors.

Organ donation. We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.

Public safety. We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

Specialized government functions. We may disclose your health information for military, national security, prisoner and government benefits purposes.

Worker's compensation. We may disclose your health information as necessary to comply with worker's compensation laws.

Change of Ownership. In the event that Health Plus is sold or merged with another organization, your health information/record will become the property of the new owner.

II. When Health Plus May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, Health Plus will not use or disclose your health information without your written authorization. If you do authorize Health Plus to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

III. Your Health Information Rights

- You have the right to request restrictions on certain uses and disclosures of your health information. Health Plus is not required to agree to the restriction that you requested.
- You have the right to receive your health information through a reasonable alternative means or at an alternative location. A request for the receipt of health information other than to confirm eligibility, authorizations, or referrals, must be in writing and addressed to the Compliance Officer as noted previously.
- You have the right to inspect and copy your health information.
- You have a right to request that Health Plus amend your health information that is incorrect or incomplete. Health Plus is not required to change your health information and will provide you with information about Health Plus' denial and how you can disagree with the denial.
- You have a right to receive an accounting of disclosures of your health information made by Health Plus, except that Health Plus does not have to account for the disclosures described as Treatment, Payment, Operations, Information provided to you, or certain required Government functions.
- You have a right to a paper copy of this Notice of Privacy Practices.
- If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact Health Plus as provided on the first page of this Notice.

IV. Changes to this Notice of Privacy Practices

Health Plus reserves the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, Health Plus is required by law to comply with this Notice. Members shall be notified annually of the Privacy Practices of Health Plus as part of the group health insurance renewal process.

V. Complaints

Complaints about this Notice of Privacy Practices or Health Plus management of your health information should be directed to Health Plus as provided on the first page of this Notice.