

## **HEALTH PLUS OF LOUISIANA, INC. PRIVACY NOTICE**

Health Plus of Louisiana, Inc. (Health Plus) is committed to safeguarding your nonpublic personal financial and health information. Health Plus wants you to be aware that your nonpublic personal financial and health information may be disclosed during the course of normal operations to those healthcare Providers or companies who are contractually affiliated with Health Plus and are responsible for providing healthcare services or processing medical claim information. We are providing you with this notice to help you understand how Health Plus handles nonpublic personal financial and health information that is collected from you or that may be disclosed by Health Plus or an affiliate during the course of normal business operations. The provisions of this notice will apply to former customers as well as current customers.

### **Categories of Nonpublic Personal Financial and Health Information Collected**

Health Plus collects nonpublic personal financial and health information about you from the following sources:

- Information received from you on applications or other forms
- Information about your transactions with Health Plus or with affiliates
- Information Health Plus receives from insurance brokers or public sources

### **Categories of Nonpublic Personal Financial and Health Information Disclosed**

Health Plus may disclose nonpublic personal financial and health information to affiliated Providers or affiliated business entities. This information is required to process medical claim information or to establish your health insurance policy through your employer. Health Plus may disclose the following types of nonpublic personal financial and health information about you:

- Information Health Plus receives from you on applications or other forms such as your name, address, social security number, dependents, other insurance carrier information
- Information about your transactions with Health Plus or with affiliates such as your name, address, social security number, dependents, other insurance carrier information
- Information Health Plus receives from insurance brokers or public sources, such as current address, telephone number, policy coverage, premiums and changes in other insurance coverage

### **Categories of Affiliates and Nonaffiliated Third Parties with Whom Health Plus Discloses Current and Former Customer Nonpublic Personal Financial and Health Information**

Health Plus does not disclose any nonpublic personal financial information about our current and former customers except to process transactions that you or your healthcare provider have asked us to or as permitted by law.

### **Disclosure of Nonpublic Personal Financial and health Information to Nonaffiliates**

Health Plus does not sell its customer information to non-affiliates, nor does Health Plus provide customer information to persons, entities or organizations not contractually affiliated with Health Plus except as required in the course of providing healthcare services that are considered medically necessary as requested by you or your healthcare provider or as required by law.

### **Privacy and Security Measures**

Health Plus restricts access to nonpublic personal information about you to those Health Plus employees or contracted healthcare providers who need to know that information to provide products or services to you. Health Plus maintains physical, electronic, organizational and procedural safeguards that comply with federal regulations to guard your nonpublic personal financial and health information. Health Plus will continually review its policies and procedures, monitor its physical and electronic safeguards and test the strength and security of its information systems to ensure that customer nonpublic personal financial and health information will remain secure. Health Plus will educate and train the people that work for Health Plus in the procedures and safeguards required to maintain the security and confidentiality of your nonpublic personal financial and health information.

Should you have any questions or concerns regarding the collection, use or disclosure of your nonpublic personal financial or health information, you may call toll free 1-800-331-5055 or write in care of the address below.

Health Plus of Louisiana  
Attn: Compliance Department  
P.O. Box 32625  
Shreveport, LA 71130