

Family Options Counseling, LLC

Privacy Notice

The purpose of this privacy 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.

Protected Health Information (PHI) includes personal information relating to your past, present and future medical or mental health condition. In accordance with the Privacy Rule and Health Insurance Portability and Accountability Act of 1996 (HIPAA), Family Options Counseling has established a policy to guard against unnecessary disclosure of your health information. This notice is effective April 14, 2003.

Family Options Counseling may use and disclose health information about you in the following ways:

- **To Provide Treatment:**

Family Options Counseling may use your PHI to provide care to you and disclose your health information to others who provide care to you. This may include consultation or supervision with other therapists or treatment team members. This consultation or supervision would occur to assist in determining the best treatment options for you.

- **To Obtain Payment:**

Family Options Counseling may include your PHI in invoices to collect payment from third parties for the services you receive. Family Options Counseling may be required by your health insurer to provide information regarding your health care status to determine eligibility of benefits, receive prior authorization, and reimbursement for services.

- **To Conduct Health Care Operations:**

Family Options Counseling may use and disclose your PHI for its own operations in order to facilitate business activities including, but limited to, quality assessment, employee review, program development, case management, professional review, training programs, licensing and certification, business planning and development, business management, general administrative duties, treatment outcome research, and marketing.

- **When Legally Required:**

Family Options Counseling may have to make disclosures of your PHI when required by state or federal law without your authorization. Information is disclosed to legal authorities for the purposes of maintaining compliance with the Privacy Rule. Family Options Counseling also has to report to legal authorities suspected child abuse or neglect, domestic violence, possible attempts or thoughts of endangering self or others, or a response to a court order. Additionally, Family Options Counseling is required to disclose your PHI if you are a victim of a crime or in order to report a crime.

- **With Authorization:**

Family Options Counseling will not use or disclose your PHI not specifically permitted by law unless given your authorization.

Client's right in regards to PHI:

- **Right to Request Restrictions:**

Family Options Counseling privacy policy provides our clients with the right to request restrictions on certain uses and disclosures of your PHI. Our clients have the right to request a limit on Family Options Counseling's disclosure of client's PHI to someone who is involved in client care or payment. However, Family Options Counseling is not required to agree to the client's request. Clients who wish to make a request for restrictions should contact Family Options Counseling at 414-431-4444.

- **Right to Receive Confidential Communications:**

Family Options Counseling privacy policy provides our clients with the right to request their therapist to communicate with them in a certain way to protect confidentiality. For example, the client may ask that Family Options Counseling only conduct communications pertaining to clients PHI with them privately with no other family members present.

- **Right to Inspect and Copy Your PHI:**

Family Options Counseling privacy policy provides our clients with the right to inspect and copy your PHI, including billing. However, this right does not necessarily apply to psychotherapy notes or information gathered for judicial procedures. In the event that the client would like to inspect their PHI, they should arrange a meeting with their therapist to review their records in our offices. Family Options Counseling may charge a reasonable fee for copying and assembling costs associated with this request.

- **Right to Amend Your PHI:**

Family Options Counseling privacy policy provides our clients with the right to amend their PHI if they believe that information is incorrect or incomplete. This request may be made as long as this information is maintained by Family Options Counseling. Family Options Counseling may deny the request if it is not in writing, does not include a reason for the amendment, if the records were not created by Family Options Counseling, if the records are not part of Family Options Counseling's records, if the request includes a part of the record that client is not permitted to inspect or copy, or if in the opinion of Family Options Counseling the records containing your PHI are accurate and complete.

- **Right to an Accounting of Your PHI:**

Family Options Counseling privacy policy provides our clients with the right to request an accounting of disclosures of client's PHI made by Family Options Counseling for certain purposes which may include disclosures required by law and disclosures made for research. This request for an accounting must be made in writing and should specify the

time period for the accounting which can not include dates prior to April 14, 2003. Family Options Counseling will provide the first accounting of a request during any 12 month period without charge. Subsequent accounting requests may be subject to a reasonable fee.

- **Right to a Paper Copy of this Notice**

Family Options Counseling privacy policy provides our clients with the right to receive a paper copy of this notice at any time, even if you have received this notice previously.

Responsibilities of Family Options Counseling:

Family Options Counseling is required by law to maintain the privacy of client's PHI and to provide clients with this notice of our duties and privacy practices. Family Options Counseling is required to abide by the terms of this notice reserve the right to change the terms of this notice at any time. If Family Options Counseling makes any changes to this notice, we will provide a copy of the revised notice to our clients.

Grievance Procedures:

Family Options Counseling clients have the right to express complaints to Family Options Counseling or to legal authorities if they believe that their rights have been violated. Family Options Counseling encourages our clients to express any concerns they may have regarding the privacy of their PHI. Our clients will not be retaliated against in any way for filing a complaint.

Family Options Counseling encourages clients to express their concerns to their therapist an initial stage of resolution. In the event that the client's concerns are not resolved, the client should express their concerns in writing to the owners of Family Options Counseling.

Contact Person:

Family Options Counseling has designated Dr. Kimberly Young as its contact person for all issues regarding client privacy and your rights under the Federal privacy standards. Dr. Young can be contacted at Family Options Counseling at 414-431-4444.