



08.00.01 Notice of Privacy Practices

Please review this information carefully. If you have questions about the information included in this notice, you can ask your Admissions Navigator or contact:

Corporate Compliance Officer
AcadianaCares
P.O. Box 3865
Lafayette, LA 70502
337-233-2437

Protected health information includes information that may identify you and may be related to your past, present, or future physical and mental health. It includes information such as HIV status and history of substance use.

AcadianaCares may use and disclose protected health information to provide you with services, collect payment for services, meet legal requirements, or other reasons you approve. You have the right to access and control your protected health information.

Protected Health Information is used and disclosed to:

- **Provide services and/or treatment.** AcadianaCares will use and disclose protected health information to provide, coordinate, or manage health care and related services.
- **Collect payment.** AcadianaCares may disclose health information to collect payment from insurance, program funders, or a third party payer.
- **Carry out healthcare operations.** AcadianaCares may use protected health information to conduct quality assurance, review employee performance, assess program goals and objectives, conduct studies, or other activities related to continuous improvement and program compliance.
- **Continue services through business associates.** AcadianaCares may disclose protected health information as part of services contracted with pharmacies, health clinics, counseling providers, and other related businesses. Business associates are required to use appropriate safeguards to protect disclosed information.
- **Meet legal requirements.** Judicial and administrative proceedings may include accessing protected health information, as allowed by law.

Health information which does not include unique identifiers (such as name, birth date, or address) or terms, characteristics, images, or codes identifying you may be used or disclosed without your written consent or authorization. For example, AcadianaCares may report the total number of people accessing the clinic for services or identifying with a certain behavior to program funders.

All other uses and disclosures of your protected health information will only be made with your written authorization. You may revoke this written authorization at any time by writing the Corporate Compliance Officer at the address shown above.

Client Privacy Rights:

Clients have the right to:

- Request restrictions on certain uses and disclosures of protected health information. Please note: AcadianaCares is not required to agree to requested restrictions.



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- Request and receive confidential communication regarding your protected health information.
- Inspect and copy your protected health information.
- Request to amend your protected health information. Please note: AcadianaCares may deny your request if 1) AcadianaCares did not create the information, 2) the information is not part of or relevant to your protected health information, or 3) your protected health information is already accurate and up to date.
- Request and receive a printed copy of this notice.
- Complain to AcadianaCares, or the Secretary of Health and Human Services, if you believe your privacy rights have been violated.
 - Complaints can be submitted in writing to:

Director of Client Services
AcadianaCares
P.O. Box 3865
Lafayette, LA 70502

- Retaliation related to filing a complaint is strictly prohibited.

Per 45 CFR 164.528, an individual has a right to receive an accounting of disclosures of protected health information made by a covered entity in the six years prior to the date on which the accounting is requested, except for disclosures to carry out treatment, payment and health care operations, and other reasons listed in the code of federal regulation (CFR).

AcadianaCares Privacy Requirements:

AcadianaCares shall abide by the terms of this notice.

AcadianaCares shall maintain privacy of protected health information as required by law and provide you with information included in this notice regarding legal duties and privacy practices.

AcadianaCares reserves the right to change Notice of Privacy Practices terms. New terms shall be distributed to clients in person or through the U.S. Postal Service and made available upon request.