



Gateway Residential Services LLC

Notice of Privacy Practices

Introduction

Gateway Residential Services LLC is committed to protecting the privacy of individuals receiving services. This Notice of Privacy Practices outlines how Gateway may use and disclose Protected Health Information (PHI), the rights of individuals regarding their PHI, and the responsibilities of Gateway staff.

Copies of this Notice are provided to all individuals upon admission and annually thereafter. It is also available to employees, agents, and visitors at the Gateway office.

Your Rights Regarding PHI

This Notice explains your legal rights and how you can:

- - Access and obtain copies of your PHI
- - Request amendments to your PHI
- - Request restrictions on how your PHI is used or disclosed

Gateway employees and agents are required to follow the practices outlined in this Notice at all times.

How Gateway Uses and Discloses PHI

1. Without Written Permission

Gateway may use PHI for the following purposes without requiring written authorization:

- Treatment

Information related to your developmental disabilities services and treatment may be shared among Gateway staff and other healthcare providers. Sharing with other Medicaid waiver providers requires written authorization unless:

- You've signed a waiver picklist for the provider
- You receive services from the provider as indicated by a current Notice of Action (NOA)

- Payment

PHI may be used to:

- Organize and submit billing to insurance companies
- Manage claims for services rendered
- Collect outstanding balances

- Healthcare Operations

PHI may be used for:

- Quality assurance and licensing
- Staff training
- Legal and financial services
- Business planning
- Grievance and complaint processing
- Creating non-identifiable reports for data collection

2. Other Permitted Disclosures Without Authorization

- Legal Requirements: When required by state or federal law
- Abuse or Neglect: To report child abuse or neglect, or to investigate rights violations
- Public Health: For disease tracking, injury reporting, and vital statistics
- Payment Activities: To other providers or insurers for payment purposes
- Healthcare Operations: To other providers with a relationship to the individual
- Fraud Detection: For compliance and fraud prevention
- Family and Friends: With verbal agreement or inferred consent, to those involved in your care
- Threat Prevention: To prevent serious harm to individuals or the public
- Public Health Authority: For reporting births, deaths, diseases, abuse, product defects, or exposure to communicable diseases
- Oversight Activities: For audits, investigations, and disciplinary actions
- Legal Proceedings: As required by court orders or legal processes
- Law Enforcement: In limited cases such as warrants or locating suspects
- Government Functions: For military, national defense, and security purposes
- Workers' Compensation: In compliance with applicable laws
- Post-Mortem Services: To coroners, medical examiners, and funeral directors
- Organ Donation: To facilitate organ, eye, or tissue donation
- Research: Under strict oversight and safeguards
- De-Identified Data: For uses that do not reveal your identity

3. Uses Requiring Written Authorization

Any use or disclosure of PHI not listed above requires your written authorization. This authorization must specify:

- The information to be used or disclosed
- When and how it will be used or disclosed

You may revoke your authorization at any time in writing, except where Gateway has already acted based on it.

Additional Rights Regarding PHI

Access, Inspection, and Copies

You have the right to inspect and obtain copies of most of the information Gateway maintains about you.

- Requests can be made by visiting the Gateway office
- Gateway will typically provide access within 30 days of your request

Requesting Amendments

If you believe your PHI contains errors, you may request an amendment.

- Gateway will review your request and, if appropriate, make corrections within 60 days
- You will be notified once the amendment is completed
- Gateway may deny your request if the information is deemed accurate or if legal exceptions apply

Accounting of Disclosures

You may request a record of certain disclosures Gateway has made of your PHI over the past six years.

- This does not include disclosures made for treatment, payment, or healthcare operations
- It also excludes disclosures made with your written authorization

Requesting Restrictions

You have the right to ask Gateway to limit how your PHI is used or shared.

- Requests must be submitted in writing to Gateway's Privacy Officer
- Specify what information you want to restrict and to whom the restrictions apply
- Gateway is not required to agree to your request, but if accepted, Gateway must honor it
- In emergencies, restricted PHI may still be disclosed to ensure proper treatment

Electronic Access and Paper Copies

Gateway will prominently display this Notice on its website and make it available electronically.

- If you consent, Gateway may send the Notice via email
- You may request a paper copy at any time

Complaints and Legal Rights

If you believe your privacy rights have been violated, you have the right to file a complaint:

- With Gateway directly
- Or with the Secretary of the U.S. Department of Health and Human Services

Gateway will not retaliate against you for filing a complaint.

Revisions to This Notice

Gateway reserves the right to update this Notice at any time.

- Changes will take effect immediately and apply to all PHI maintained by Gateway
- Any material changes will be posted at Gateway facilities and on the website