

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.

Confidentiality Practices:

Az Quality Caregivers will work hard to keep your health information private. This notice tells you how and when Az Quality Caregivers uses, shares, and protects your health information. It also tells you about your rights to keep your health information private. If we change how we use, share, and protect your information, we will send you a new notice sixty (60) days before any change. You should also get a notice like this from your Health Plan and each of your doctors and other health care providers telling you how they use, share, and protect your information. Those notices should also tell you how to complain to the Health Plan or health care provider about any problems you may have with them regarding the privacy of your information.

Using, Sharing and Protecting Your Health Information:

Az Quality Caregivers can only use or share your health information when we need to use it to do our job. When we share your health information with your Health Plan and health care providers, they must keep it private. When we share health information about you with anyone else that helps us run Az Quality Caregivers, we make them promise in writing to keep your health information private. We will ask for, use, and share your health information to decide if you are getting the right care. For example, doctors and nurses employed by us might look at your doctor's treatment plan for you to make sure the care you receive is needed.

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Az Quality Caregivers will use and share your health information to:

Coordinate payment for your care and ensure you receive accurate and quality care and coordinate your care. We share information with your AHCCCS health plan, other health plans, your doctors and other health care providers to so they can work together to help you get better health care, to evaluate performance of the services you have received. For example, we review hospital medical records to check on the quality of care you get from the hospital. We sometimes give information to our lawyers, accountants, and consultants to help us run our services correctly and efficiently and to identify and prosecute fraud and any abuse that may occur. We may use your information to mail you helpful

information about how to choose services or companies. Az Quality Caregivers sometimes shares information with government agencies or organizations that provide benefits or services other than health insurance when you have told us you are interested in those benefits or services. Az Quality Caregivers may disclose your health information to public health agencies for activities such as stopping the spread of diseases and reporting problems with drugs or medical items, to law enforcement or other government agencies, if you are the victim of abuse, neglect, or domestic violence, to other government agencies responsible for running the Medicaid Program such as the U.S. Department of Health and Human Services and its Office of Civil Rights. In court cases and administrative hearings when we are required by the law to do so, to coroners, medical examiners, and funeral directors so that they can carry out their jobs, to organizations involved with organ donation and transplants, and organizations that track contagious diseases and cancer, to prevent a serious threat to a person's or the public's health and safety, to the military if you are or have been in the armed services, to correctional facility or law enforcement, if you are held in jail or prison, to help keep jails and prisons healthy and safe, to workers' compensation programs that pay for work-related injuries or illness, for law enforcement or national security and intelligence and to protect the President and others as required by law.

[Get a List of when Az Quality Caregivers has shared your information.](#)

AZ QUALITY CAREGIVERS' NOTICE OF PRIVACY PRACTICES Your Rights to Privacy: Effective Date: December 31, 2019 Your health information will not be shared without your written permission except as listed here or when required by law. You may give permission for other people to have your information by filling out the "Az Quality Caregivers Authorization to Disclose" Form, and you may take back your permission in writing at any time. For example, we need your written permission to: Use or share your health information for marketing purposes; Share your psychotherapy notes; Sell your health information; You can take back your permission at any time by writing to Az Quality Caregivers at the address listed below. We cannot use or share your genetic information to decide about your health insurance. **ANY REQUEST YOU MAKE TO Az Quality Caregivers MUST BE IN WRITING.** Your Other Rights Concerning Your Health Information Include the Right to:

See and Get Copies of Your Records. We may charge you a fee for making a copy of your records for you. **Ask to Change or Correct Your Records** if you think there is a mistake in your records. You must give us a reason for asking us to change your records. **Get a List of when we have shared your information.** This list will only include any time that we have shared your information for a reason other than to help with your treatment, or to help companies like your health plan with running their business. The list will not include information provided to you or your family directly, or information that was shared because you gave us your permission in writing. **Breach Notification:** If your health information is used or shared by Az Quality Caregivers incorrectly, we will let you know promptly. **Further Restrict Uses and Disclosures of Your Health Information.** You must tell Az Quality Caregivers what information you do not want to share and who you do not want us to share your information with. Az Quality Caregivers is not required to agree with your request. Take back permission that you gave Az Quality Caregivers to share your information. If you take back your permission that will not change any information that has already been shared. **Choose How We Communicates with You:** In a certain way or at a certain place. **File a Complaint** if you do not agree with how Az Quality Caregivers has used or shared your information. **Get a Paper Copy of this**

Notice at any time. ANY REQUEST YOU MAKE TO Az Quality Nursing MUST BE IN WRITING How to Contact Az Quality Caregivers About Your Privacy Rights:

Mail all written forms, requests, and correspondence to:

Az Quality Caregivers ATTN: Privacy Officer 5611 N. 29th Ave Phoenix, Az 85017. The Privacy Officer may not let you to look at, copy or change your records. If we do not, we will send you a letter that tells you why and we will let you know if you can ask for a review of that decision. You may file a complaint with Az Quality Caregivers or with the U.S. Department of Health and Human Services -Office of Civil Rights. How to File a Complaint: You may file a complaint with the U.S. Department of Health and Human Services-Office of Civil Rights 907th Street, Suite 4-100

San Francisco, CA 94103

Customer Response Center: (800) 368-1019

Fax: (202) 619-3818

TDD: (800) 537-7697

Email: ocrmail@hhs.gov: or Send correspondence to: Az Quality Caregivers for Civil Rights ATTN: Privacy Officer 5611 N. 29th Ave Phoenix, Az 85017. For More Information: If you have any questions about this, please contact the Az Quality Caregivers' Privacy Officer. Az Quality Caregivers may change its Privacy Practices. Any changes will apply to information we already have and any information about you that we may get later. You will be able to see a copy of any new notice at the Az Quality Caregivers' Administration Office or on our web site. You may ask for a copy of the current notice at any time or get it on-line at www.azqualitynursing.com. To Contact Az Quality Caregivers Call: 602-403-4817.