



# HIPAA NOTICE OF PRIVACY PRACTICES

Effective Date: July 1, 2025

This Notice applies to Ground Up Behavioral Health. The purpose of this Notice is to describe how Ground Up Behavioral Health may use and disclose your protected health information ("PHI") in accordance with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act (the "HITECH Act"), and the HIPAA Omnibus Final Rule (the "Final Rule").

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## WHAT IS PHI?

The HIPAA Privacy Rule protects certain medical information known as protected health information ("PHI"). PHI includes health information, including demographic data, collected from you or created or received by a health care provider that can be used to identify you and that relates to:

- your past, present, or future physical or mental health condition;
- the provision of health care to you; or
- payment for the provision of health care to you.

Ground Up Behavioral Health is required under HIPAA to maintain the privacy of your PHI and abide by the terms of this Notice. We must provide you with a copy of this Notice upon request.

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## PROFESSIONAL RECORDS

The law and standards of the mental health profession require Ground Up Behavioral Health to keep treatment records. All communication and clinical documentation is stored securely using HIPAA-compliant **Charm EHR**.

Under the provisions of the Health Care Information Act of 1992, you have the following rights:



- **Right to Inspect and Copy Your PHI:** You have the right to review and request a copy of your PHI, excluding psychotherapy notes maintained separately. Certain limitations may apply.
- **Right to Share PHI:** You may request in writing that your records be sent to another health care provider.
- **Right to Request Restrictions:** You can request restrictions on how your PHI is used or disclosed. While we are not required to agree to all requests, we will comply with any restrictions we approve until you revoke them.
- **Right to Request Confidential Communications:** You may request that we contact you in a specific way (e.g., via phone, text, or secure portal).
- **Right to Amend Your PHI:** If you believe your PHI is incorrect or incomplete, you can request an amendment. We may deny your request if the existing information is accurate.
- **Right to an Accounting of Disclosures:** You can request a record of who your PHI has been disclosed to.
- **Right to a Paper Copy of This Notice:** You can request a printed version of this Notice at any time.
- **Right to Be Notified of a Breach:** If your unsecured PHI is ever compromised, we will notify you promptly as required by law.

Because mental health records can be complex and misinterpreted, we recommend reviewing them with your provider during an appointment for proper context.

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## SPECIAL PROTECTIONS FOR MENTAL HEALTH INFORMATION

Certain types of mental health information, including **psychotherapy notes**, receive additional protection beyond standard PHI. These notes are kept separate from your general medical record and are not accessible to patients or guardians without specific written authorization.

We may disclose protected mental health information **without your authorization only** in the following situations:



- If required to defend ourselves in legal proceedings initiated by you
- To comply with investigations by authorized government agencies
- If required by law

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## CONFIDENTIALITY AND TECHNOLOGY USE

All records and communications at Ground Up Behavioral Health are conducted through HIPAA-compliant technologies:

- **Charm EHR** is used for electronic health records and secure patient communication
- **Jotform** is used for HIPAA-compliant digital intake forms and consent collection
- **Bluefin** is used for secure payment processing

**We do not store or retain your credit card data. All payments are encrypted and securely handled through Bluefin, a PCI-DSS compliant and HIPAA-compatible payment processor.**

For reference:

- [Charm EHR HIPAA Policy](#)
- [Jotform HIPAA Compliance](#)

In general, we will not release your PHI without written permission. However, certain exceptions apply, as outlined below.

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## PERMITTED USES AND DISCLOSURES OF PHI

We may use or disclose your PHI without your authorization in the following cases:



- **For Urgent Medical Treatment:** If there is a risk of harm to yourself or others, we may share PHI with emergency providers or family members involved in your care.
- **To Individuals Involved in Your Care:** With your verbal or written consent, we may disclose relevant PHI to a family member, guardian, or caregiver.
- **Appointment Reminders:** We may send reminders about upcoming appointments using your preferred method (phone, text, email).
- **Business Associates:** Third-party service providers (e.g., billing, EHR platforms) may access PHI only as necessary and under HIPAA-compliant agreements.
- **As Required by Law:** We may share PHI in compliance with federal, state, or local legal requirements.
- **Lawsuits and Legal Proceedings:** We may disclose PHI in response to a court order, subpoena, or legal process.
- **To Government Authorities:** Including health oversight agencies, law enforcement, military, or national security officials, when required or permitted by law.
- **For Reports of Abuse or Neglect:** When required by mandated reporting laws.

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## COMPLAINTS

If you have questions or believe your privacy rights have been violated, you may contact us directly via the secure portal or email us at:

 [admin@groundupbh.com](mailto:admin@groundupbh.com)

You may also file a complaint with the **U.S. Department of Health and Human Services (HHS)**. We will not retaliate against you for filing a complaint.

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## CHANGES TO THIS NOTICE

We reserve the right to update this Notice and apply changes retroactively to PHI we already maintain. If we make a material change, we will provide you with an updated Notice within 30 days of the effective date.