

Participant Privacy Notice

Managed Care Foundation

Effective Date: June 2024

At Managed Care Foundation (MCF), we are committed to protecting the privacy, dignity, and rights of all individuals who participate in our programs and services. This notice explains how we collect, use, protect, and share your information in accordance with applicable laws and our internal policies and procedures.

Our Mission

MCF is dedicated to providing high-quality, person-centered services that promote wellness, independence, and recovery for individuals and families experiencing mental health challenges and other life barriers. Protecting your privacy is a vital part of our commitment to ethical, compassionate care.

What Information We Collect

We may collect personal, health, and service-related information to help us provide effective care and coordinate services. This information may include:

- Full name, address, date of birth, and contact information
- Medical and mental health history
- Social and family history
- Service and support plans
- Insurance and eligibility details
- Case notes, assessments, and outcomes

How We Use Your Information

Your information is used solely for the purpose of delivering, coordinating, and evaluating services. Specifically, we may use your information to:

- Develop and manage your individualized care or recovery plan
- Communicate with service providers, guardians, or caregivers (with consent)
- Monitor program outcomes and quality of services
- Comply with reporting and legal obligations
- Improve service delivery and protect your safety

How We Protect Your Information

MCF maintains strict confidentiality standards. We use administrative, physical, and electronic safeguards to protect your information from unauthorized access, use, or disclosure. All staff,

interns, volunteers, and subcontractors are trained on confidentiality and are required to follow these practices.

When We Share Your Information

We will only share your information with your consent or as permitted or required by law. Examples include:

- With your written consent to share with other providers or caregivers
- To comply with state or federal law or a court order
- In cases of emergency to protect your life or safety
- As part of reporting abuse, neglect, or exploitation, as required by law

We do **not** sell, trade, or share your information for marketing or fundraising purposes.

Your Rights

As a participant, you have the right to:

- Review and request a copy of your records
- Request corrections to your personal information
- Withdraw consent for information sharing (except as required by law)
- File a complaint if you believe your privacy rights have been violated
- Receive services without discrimination or retaliation

To exercise your rights, please contact our office using the information below.

Contact Us

If you have any questions, concerns, or would like more information about your privacy rights, please contact:

Managed Care Foundation

300 E Davis Street

Suite 199

833-468-1118

info@managedcarefoundation.org

This notice is reviewed and updated periodically to remain in compliance with federal and state regulations and to reflect any changes in how we collect or use your information.

Thank you for trusting Managed Care Foundation with your care and support needs.