

## NOTICE OF PRIVACY PRACTICES

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. Effective: 02/01/26

Covered Entities Duties:

LG Links, Inc. (referred to as “we” or “the program”) is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). LG Links, Inc. is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in effect, and notify you in the event of a breach of your unsecured PHI. PHI is information about you, including demographic information, that can reasonably be used to identify you and that relates to your past, present, or future physical or mental health or condition, the provision of health care to you, or the payment for that care. This Notice describes how we may use and disclose your PHI. It also outlines your rights to access, amend, and manage your PHI, along with instructions for exercising those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

LG Links, Inc. reserves the right to change this Notice. We reserve the right to make any revised Notice effective with respect to your PHI that we already have and any PHI we receive in the future. LG Links, Inc. will promptly revise and distribute this Notice whenever there is a material change to the following:

- Uses or disclosures
- Your rights
- Our legal duties
- Other privacy practices stated in this notice

Internal Protections of Oral, Written, and Electronic PHI:

LG Links, Inc. is committed to protecting your PHI. We also prioritize the confidentiality of your race, ethnicity, and language (REL), sexual orientation, gender identity (SOGI), and social needs information. We have established privacy and security measures to safeguard your information. Here are some of the ways we protect your PHI:

- We train our staff to adhere to our privacy and security processes.
- We require our business associates to comply with privacy and security processes.
- We maintain secure office environments.

This Notice of Privacy Practices also applies to enrollees in any of the following LG Links, Inc. entities:

## LG Links, Inc. Privacy Practices

- We discuss your protected health information (PHI) strictly for business purposes with only those who need to know.
- We ensure your PHI remains secure during electronic transmission and storage.
- We implement technology safeguards to prevent unauthorized access to your PHI.

### Permissible Uses and Disclosures of Your PHI

Below is an outline of instances in which we may use or disclose your PHI without requiring your consent or authorization:

- **Treatment:** Your PHI may be shared with physicians or healthcare providers involved in your treatment or to coordinate your care among various providers. This also aids in making prior authorization decisions for your benefit.
- **Payment:** We may use and disclose your PHI to facilitate payments for healthcare services rendered to you. This may include sharing your PHI with other health plans, healthcare providers, or entities subject to the federal Privacy Rules for payment purposes. Examples of payment activities include:
  - Processing claims
  - Determining eligibility or coverage for claims
  - Issuing premium billings
  - Reviewing medical necessities
  - Conducting utilization review of claims
- **Health Care Operations:** Your PHI may be utilized and disclosed to carry out our healthcare operations, which can include:
  - Providing customer service
  - Responding to complaints and appeals
  - Offering case management and care coordination
  - Conducting medical reviews and other quality assessments
  - Engaging in improvement in initiatives

In the context of our healthcare operations, we may share PHI with business associates' underwritten agreements that ensure the protection of your privacy. Additionally, we may disclose your PHI to other entities governed by federal Privacy Rules that have a relationship with you in terms of their healthcare operations. This can encompass:

- Quality assessment and enhancement activities
- Evaluation of healthcare professionals' qualifications
- Case management and care coordination
- Prevention and detection of healthcare fraud and abuse

Rest assured, information regarding your race, ethnicity, language, sexual orientation, gender identity, and social needs is securely protected by our systems and in accordance with the law. This information will only be shared with regulatory agencies in California, healthcare providers, and oversight entities, and will not be disclosed to others without your explicit permission or authorization. We use this information to enhance the quality of the care and services we provide to you.

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### **LG Links, Inc. Privacy Practices**

- At LG Links, Inc. (referred to as “we” or “the program”), we are dedicated to maintaining the privacy of your protected health information (PHI) as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). We want to ensure you are informed about how we utilize your information to better serve your healthcare needs.
  
- The information we collect helps us to:
  - Better understand your healthcare needs.
  - Know your language preferences when interacting with healthcare providers.
  - Provide healthcare information tailored to meet your care needs.
  - Offer programs designed to help you achieve optimal health.
- Please note that this information will not be used for underwriting purposes or to make decisions regarding your eligibility for coverage or services.
- Group Health Plan/Plan Sponsor Disclosures
  - We may disclose your protected health information to sponsors of the group health plan, such as your employer or other entities providing a healthcare program to you, provided that they have agreed to certain restrictions on how they will use or disclose your PHI (e.g., agreeing not to use it for employment-related actions or decisions).
- Other Permitted or Required Disclosures of Your PHI:
  - Fundraising Activities: We may use or disclose your PHI for fundraising initiatives to support charitable foundations or similar entities. If you are contacted about such activities, you will have the opportunity to opt out of future communications.
  - Appointment Reminders/Treatment Alternatives: We may use and disclose your PHI to remind you of upcoming appointments for treatment and medical care, as well as to provide information about treatment alternatives or health-related benefits and services, such as smoking cessation or weight loss programs.
- As Required by Law: If any federal, state, or local laws require the use or disclosure of your PHI, we will comply as necessary and limit the disclosure to what the law mandates.

- **Public Health Activities:** We may disclose your PHI to public health authorities to assist in preventing or controlling disease, injury, or disability, as well as to the Food and Drug Administration (FDA) for safety and effectiveness evaluations of products or services.
- **Victims of Abuse and Neglect:** If there is a reasonable belief of abuse, neglect, or domestic violence, we may disclose your PHI to a government authority or social services agency authorized to receive such reports.
- **Judicial and Administrative Proceedings:** We may disclose your PHI in response to lawful requests, such as court orders, subpoenas, or discovery requests.
- **Law Enforcement:** Your relevant PHI may also be disclosed to law enforcement when required, such as in response to court orders or subpoenas.
- **Substance Use Disorder Records (SUD):** We will not disclose your SUD records in legal proceedings against you unless we have your written consent or a court order that gives you the opportunity to be heard.
- **Coroners, Medical Examiners, and Funeral Directors:** We may disclose your PHI to coroners or medical examiners for cause of death determinations or to funeral directors as necessary for their duties.
- **Organ, Eye, and Tissue Donation:** We may disclose your PHI to organ procurement organizations and individuals involved in procurement, banking, or transplantation of organs, eyes, and tissues.
- **Your Rights:**
  - You have the right to access, amend, and manage your PHI. Please refer to the full Privacy Practices Notice for further details on your rights and how to exercise them.
  - At LG Links, Inc., we are committed to protecting your privacy while providing you with the highest quality of care. If you have any questions about our privacy practices, please do not hesitate to contact us.
- **Threats to Health and Safety:**
  - At LG Links, Inc. ("we" or "the program"), we may use or disclose your protected health information (PHI) if we believe, in good faith, that such use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of an individual or the public.
- **Specialized Government Functions:**
  - If you are a member of the U.S. Armed Forces, we may disclose your PHI as required by military command authorities. Additionally, we may disclose your PHI to:
    - **Authorized federal officials for national security and intelligence activities.**
    - **The Department of State for medical suitability determinations.**
    - **Protective services of the President or other authorized persons.**

- **Workers' Compensation:**

- We may disclose your PHI to comply with laws relating to workers' compensation or similar programs established by law that provide benefits for work-related injuries or illnesses without regard to fault.

- **Emergency Situations:**

- In emergency situations, or if you are incapacitated or not present, we may disclose your PHI to a family member, close personal friend, authorized disaster relief agency, or any other person previously identified by you. We will use professional judgment to determine if the disclosure is in your best interest and will limit the information shared to what is directly relevant to their involvement in your care.

- **Inmates:**

- If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official when necessary to provide you with health care or to ensure the health and safety of others.

- **Research:**

- Under certain circumstances, we may disclose your PHI to researchers when their clinical studies have been approved and when certain safeguards are put in place to ensure the privacy and protection of your information.

- **Uses and Disclosures of Your PHI That Require Your Written Authorization**

- We will obtain your written authorization for the following reasons:

- **Sale of PHI:** We will request your authorization before disclosing your PHI if the disclosure involves the sale of your PHI.

- **Marketing:** We will seek your written authorization for the use or disclosure of your PHI for marketing purposes, with limited exceptions.

- **Psychotherapy Notes:** Written authorization is required for using or disclosing any psychotherapy notes.

- **Impermissible Use of PHI:** We will not use sensitive information like your race, ethnicity, sexual orientation, or gender identity to deny coverage or benefits.

- **Individuals' Rights**

- You have the following rights regarding your PHI:

- **Right to Revoke an Authorization:** You may revoke your authorization in writing, effective immediately, except for actions taken prior to the revocation.

- **Right to Request Restrictions:** You have the right to request limits on the use and disclosure of your PHI, and we will comply if reasonably possible, unless emergency treatment is required.

- Right to Request Confidential Communications: You may request that we communicate with you about your PHI by alternative means or at alternative locations, and we will accommodate reasonable requests.
- Right to Access and Receive a Copy of Your PHI: You have the right to inspect and obtain copies of your PHI, with certain exceptions, by submitting a written request.
- Right to Amend Your PHI: You may request changes to your PHI if it contains errors; we will provide a written explanation if we deny your request.
- Right to Receive an Accounting for Disclosures: You have the right to request a list of disclosures of your PHI made within the last six years.
- Right to File a Complaint: If you believe your privacy rights have been violated, you can file a complaint without facing retaliation.
- Right to Receive a Copy of This Notice: You can request a copy of this Notice at any time.
- Contact Information
- For questions regarding this Notice or to exercise your rights, please contact us:
  - LG Links Privacy Office
  - Attn: Privacy Official
  - 2040 N Garey Ave
  - Pomona, CA 91767
  - Telephone: 1-909-263-8255 or TTY: 711
  - Email: [Privacy@lglinksinc.org](mailto:Privacy@lglinksinc.org)
- ***For Medi-Cal members, complaints can also be directed to:***
  - DHCS Privacy Officer
  - 1501 Capitol Avenue, MS 0010
  - Sacramento, CA 95899
  - Phone: 1-866-866-0602 or TTY: 711
  - Email: [privacyofficer@dhcs.ca.gov](mailto:privacyofficer@dhcs.ca.gov)
- **FINANCIAL INFORMATION PRIVACY NOTICE**
- **THIS NOTICE DESCRIBES HOW FINANCIAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**
- LG Links, Inc. is committed to protecting the confidentiality of your personal financial information, which includes identifiable information collected during the provision of health care coverage.
- Information We Collect:
  - We collect personal financial information from:
    - Applications and forms, including name, address, medical information, and Social Security number.
    - Your transactions with us or our affiliates, including premium payments and claims

history.

- Consumer reports.
- Disclosure of Information:
  - We will not disclose personal financial information to third parties except as required or permitted by law, including disclosures to:
    - Corporate affiliates and nonaffiliated companies for business purposes, such as processing transactions.
    - Nonaffiliated companies that provide services for us.
  - Confidentiality and Security:
    - We maintain physical, electronic, and procedural safeguards to protect your personal financial information from unauthorized access or misuse.
  - For questions about this Notice, please reach us using the contact information provided.