



Notice of Privacy Practices

Senior Services, Midland County Council on Aging, recognizes that information about you and your health is personal and we are committed to protecting this information. Senior Services creates a record of the care and services you receive. Only the people who have the need, accompanied with a release, and legal right may see your information.

The following categories describe different ways that we use and disclose information contained in your records. For each category of uses or disclosures we will explain what we mean and often give an example. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

For Services and Treatment. Senior Services may use your health information to provide and/or arrange services for you. We may disclose information about you to providers, physicians, or other personnel who are involved in your care. For example, information obtained by your service provider will be documented in your record and used to determine the course of treatment and services that should work best for you.

For Agency Operations. Senior Services may use and disclose your information for program operations. These uses and disclosures are necessary to run our agency and make sure that all of our clients receive quality care. For example, we may use your health information to review our services and to evaluate performance of our staff.

Individuals involved in Your Care. When necessary and appropriate, we may disclose your information to a person (often family caregiver or close friend), your physician or other agency who is involved in your care and /or services. The information disclosed shall be the minimum amount necessary or within the limits you establish.

For Payment. Senior Services may use and disclose health information in order to bill and collect payment for the service that we have provided. For example, funding sources may access your information for statistical and auditing purposes. We may disclose your information to your insurance plan to determine coverage, obtain prior authorization, or request payment. This also includes releasing information to organizations responsible for government benefit programs such as Medicare or Medicaid.

As Required by Law. Senior Services will release information when we are required by law to do so. We may release certain information in response to a court order, subpoena, summons, disaster relief effort, worker's compensation, or active criminal investigation. We have an obligation to report suspected abuse, neglect, exploitation and/or endangerment of clients or others with whom we have contact. We also have the obligation to release your information, if we believe that such release is necessary to prevent a serious and/or approaching threat to your, another individual's, or the public's health or safety.

Business Associate. Senior Services establishes a Business Associate agreement with other organizations that help us serve you or run our agency. The information disclosed shall be the minimum amount necessary. The Business Associate must protect client information and agrees not to use or further disclose the information in any way that violates the privacy rule.

Other. Other uses and disclosures of information not covered by this or the laws that apply to Senior Services will be made through special arrangements. Senior Services will not sell or use your specific health information in marketing or fundraising efforts. If you provide us permission to use or disclose information about you, you may revoke that permission in writing at any time. If you revoke your permission, we will not disclose information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provide to you.

Receive Confidential Communication, Review and Receipt of Your Record. With a few exceptions, you have the right to review and obtain a copy (paper or electronic) of your Senior Services records. You must submit your request in writing to Senior Services Privacy Officer; your request will be processed within 30 days. We may charge a reasonable fee. If you believe that your record is incorrect, you may ask us to amend the information. The written request must include a reason to support the change. We may deny your request if we determine that the information is accurate and complete. Senior Services will communicate with you in a private and confidential manner. Please let us know if special accommodations are necessary.

When a copy of your record is provided, you will not hold Senior Services liable for any breach of information that occurs once in your possession.

Problem Resolution. If you believe your privacy rights related to services received from Senior Services has been violated, please refer to Senior Services Right to Comment and Problem Resolution Policy. If you cannot locate this policy, please contact your Care Coordinator, Counselor, Program Manager, Senior Center Director or your primary staff contact to request another copy. If you have a concern, we ask that you follow the steps listed on that policy. Please note that you will not be penalized for filing a complaint.

We are obligated to notify you if a breach of protected health information occurs.

Update to this Policy. Senior Services may update our Notice of Privacy Practices. When this occurs, you will receive the current policy when your Consent for Service and Release of Information is updated. Senior Services posts our Notice of Privacy Practices at our facilities.

Created: 10/01/04
Updated: 04/01/13, 7/7/16