



# PRIVACY NOTICE

For Medicaid and Other Medical Assistance Programs

## Frequently Asked Questions

### 1. Why am I receiving this notice?

There were material changes to this notice so it was sent to everyone that is on Medicaid or another medical assistance program.

For questions and/or problems, or help to translate, call the Beneficiary Help Line at 1-800-642-3195 or TTY 1-866-501-5656.

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al telefono, 1-800-642-3195 or TTY 1-866-501-5656

Arabic: TTY 1-866-501-5656

إذا كان لديكم أي سؤال، يرجى الإتصال بخط المساعدة على الرقم المجاني ١-٨٠٠-٦٤٢-٣١٩٥

### 2. What kind of information can be disclosed without my permission?

- **Treatment.** We may disclose health information about you to coordinate your health care. For example, we may notify your doctor about care you get in an emergency room.
- **Payment.** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may ask an emergency room for details before we pay the bill for your care.
- **Health Care Operations.** We may need to use and disclose information to operate the program. For example, we may use information to review the quality of care you get.
- **Exceptions.** For certain kinds of records, such as psychotherapy notes, your permission may be needed even for release for treatment, payment and health care operations.
- **As Required By Law.** We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.

### 3. What kind of information can be disclosed to a business associate?

There are some services provided in our organization through contracts with Business Associates. Examples include contractors that provide laboratory services, medical equipment, accreditation review, quality assurance review, and management consulting. When these services are contracted, we may disclose your health information to our Business Associates so that they can perform the job we've asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information.

### 4. What kind of information can be disclosed to a Health Oversight Agency?

We may disclose health information to a health oversight agency for activities authorized by law. The oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

### 5. What kind of information can be disclosed for inmates?

If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. This release would be necessary for the institution to provide you with health care; to protect your health and safety or the health and safety of others; or for the safety and security of the correctional institution.

**6. Do I need to contact someone or respond to this notice?**

No. However, you should keep this notice for your records in case you have a question about your Privacy Rights.

**7. My address has changed. Who do I notify?**

Your Michigan Department of Health and Human Services (MDHHS) caseworker is the only person who can update your address. Contact your MDHHS caseworker.

**8. The individual this was addressed to is now deceased. Who do I notify?**

Please contact the individual's MDHHS caseworker so the file can be updated.

**9. I have questions about my health plan. Who should I contact?**

Call your Medicaid Health Plan.

**10. I've lost my mihealth card. How do I get a new one?**

Call the Beneficiary Help Line at 1-800-642-3195.

**11. I'd like to make a complaint against a health care professional (not related to the Notice I received). Who do I contact?**

Complaints must be done in writing. For information on the process, visit [www.michigan.gov/healthlicense](http://www.michigan.gov/healthlicense) or call 517-373-9196.

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