



Lipa Notice of Privacy Practices

This notice tells how medical information about you may be used and disclosed (given to others). It also tells how you can get access to the medical information Lipa keeps about you. Please read it carefully.

If you need this notice in another language or format, please contact Lipa by phone at 541-485-2155 or fax 541-434-1291. TTY users should call 1-877-600-5473.

As your contractor for the Oregon Health Plan (OHP), Lipa provides you with health services. Lipa must keep information about you to provide these services. We call this information Protected Health Information (PHI). Lipa knows that the PHI we collect about you and your health is private. Federal and state law requires Lipa to protect this information.

The Notice of Privacy Practices tells you how Lipa may use or give out information about you. Not all situations will be described. Lipa is required to give you notice of our privacy practices for the information we keep about you. Lipa is required to follow the terms of the notice currently in effect.

Examples of when Lipa may use and disclose information without your authorization:

- **For treatment.** Lipa may use or disclose PHI with health care providers involved in your health care. For example, your information may be shared to create and carry out a plan for your treatment.
- **For payment.** Lipa may use or disclose PHI to get payment or to pay for the health care services you receive. For example, Lipa may give out your information to bill the OHP for health care you get.
- **For health care operations.** Lipa may use or give out PHI in order to manage its programs and activities. For example, Lipa may use your information to review the quality of services you get.
- **For mental health treatment.** Lipa may give out or exchange certain information with other OHP managed care plans for the purpose of treatment activities. This information is limited to: Oregon Health Plan member name; Medicaid recipient number; performing provider number; hospital provider name and attending physician name; diagnosis; dates of service; procedure code; revenue code; quantity of units of service provided; medication prescription and monitoring.



Lipa may use or give out health information without your authorization for the following purposes under limited circumstances:

- **Appointments and other health information.** Lipa may send you reminders for medical care checkups. Lipa may send you information about health services that may be of interest to you.
- **For public health activities.** Lipa is a contractor to Department of Human Services, the public health agency that keeps and updates vital records, such as births and deaths, and tracks some diseases.
- **For health oversight.** Lipa may use or give out PHI to agencies that monitor the health care system and government health programs. For example, your PHI may be given out to report fraud and abuse.
- **For law enforcement and as required by law.** Lipa will use and give out PHI for law enforcement and other purposes as required or allowed by federal or state law or by court order.
- **For disputes and lawsuits.** Lipa will give out PHI in response to a court or administrative order. If you are involved in a lawsuit or dispute, Lipa may share your information in response to legal requirements.
- **Worker's compensation.** Lipa may give out PHI as allowed by law to worker's compensation programs.
- **For abuse reports and investigations.** Lipa is required by law to report instances of abuse. Lipa may also investigate reports of abuse.
- **For government programs.** Lipa may use and give out PHI for public benefits under other government programs. An example would be to determine Supplemental Security Income (SSI) benefits.
- **To avoid harm.** Lipa may disclose PHI to avoid a serious threat to your health and safety or to the health and safety of a person or the public.
- **For research.** Lipa uses PHI for studies and to develop reports. These reports do not identify specific people.
- **For reporting death.** Lipa may give out information of a deceased person to a coroner. Lipa may also share information about a deceased person to a medical examiner or to a funeral director.



- **Disclosures to family, friends and others.** Lipa may give out PHI to your family or others who are involved in your health care. You have the right to object to the sharing of this information.
- **For disaster relief.** Should there be a disaster Lipa may give out information about you to any agency helping in relief efforts. Lipa may share information about you to tell your family about your condition or location.

Other uses and disclosures require your written authorization.

For other purposes, Lipa will ask for your written permission before using or giving out PHI. You may cancel this permission at any time in writing. Lipa cannot take back any uses or disclosures already made with your permission.

Other laws protect PHI.

Many Lipa programs have other laws for the use and disclosure of information about you. For example, usually, you must give your written permission for Lipa to use and give out your mental health and chemical dependency treatment records.

Your PHI Privacy Rights

You have the following rights regarding health information Lipa keeps about you:

- **Right to see and get copies of your records.** In most cases, you have the right to look at or get copies of your health records. You must ask in writing. You may be charged a fee for the cost of copying your records.
- **Right to request a correction or update of your records.** You may ask to change or add missing information to health records Lipa created about you, if you think there is a mistake. You must ask in writing and give a reason for your request. Lipa may deny your request in some circumstances.
- **Right to get a list of disclosures.** You have the right to ask Lipa for a list of disclosures made within the past six years. You must ask in writing. This list will not include the times that information was given out for treatment, payment, or health care operations. The list will not include information given directly to you or your family, or information that was sent with your authorization.



- **Right to request limits on uses or disclosures of PHI.** You have the right to ask that Lipa limit how your information is used or given out. You must ask in writing and tell Lipa what information you want to limit and to whom you want the limits to apply. Lipa is not required to agree to the restriction(s). You can ask in writing or verbally that the restrictions be ended.
- **Right to revoke permission.** If you are asked to sign an authorization to use or give out information, you can cancel that authorization at any time. You must ask in writing. This will not affect information that has already been shared.
- **Right to choose how we communicate with you.** You have the right to ask that Lipa share information with you in a certain way or in a certain place. For example, you may ask Lipa to send information to your work address instead of your home address. You must ask in writing. You do not have to explain the reason for your request.
- **Right to file a complaint.** You have the right to file a complaint if you do not agree with how Lipa has used or given out health information about you.
- **Right to get a copy of this notice.** You have the right to ask for a copy of this notice at any time.

How to contact Lipa to use your PHI privacy rights

To use any of the PHI privacy rights listed above, you may contact Lipa. Lipa may deny your request to look at, copy, or change your records. If Lipa denies your request, Lipa will send you a letter that tells you why the request was denied and how you can ask for a review of the denial. You will also get information about how to file a complaint with Lipa or with the U.S. Department of Health and Human Services, Office for Civil Rights.

How to File a Privacy Complaint or Report a Privacy Problem

If you think your privacy rights have been violated, you may contact the Lipa Privacy Officer in writing at:

Lipa Privacy Officer
P.O. Box 11740 Eugene
Oregon 97440

Your benefits will not be affected by any complaints you make. Lipa cannot retaliate against you for filing a complaint, cooperating in an investigation, or refusing to agree to something that you believe to be unlawful.



To file a complaint or to report a problem with how Lipa has used or given out information about you, you may also contact the agencies listed below.

State of Oregon Department of Human Services, Governor's Advocacy Office

500 Summer Street NE, E17
Salem, Oregon 97301
Phone: 800-442-5238
Fax: 503-378-6532
Email: GAOinfo@state.or.us

Office for Civil Rights Department of Health and Human Services

2201 Sixth Avenue-Mail Stop RX-11
Seattle, WA 98121
Phone: (206) 615-2290
TTY: (206) 615-2296
Fax: (206) 615-2297

For More Information Contact:

Lipa Privacy Officer

Phone: (541) 762-6692
Toll Free: 1(877) 600-5472
TTY: 1(877) 600-5473
Fax: (541) 434-1291
Email: privacyofficer@lipa.net

In the future, Lipa may change its Notice of Privacy Practices. Any changes will apply to information Lipa already has. Any changes will also apply to information Lipa receives in the future.

The current notice is available on Lipa's website at www.lipa.net. You may also ask for a copy of the current notice any time you visit or contact Lipa.

Effective Date: April 14, 2003
Revised: 9/27/06; 10/31/07; 1/7/10, 08/02/11