



NOTICE OF PRIVACY PRACTICES

EFFECTIVE: APRIL 14, 2003
(Revised March 2017)

*This notice describes how personal information
about you may be used and disclosed and
how you can get access to this information.*

Please review this carefully.

PRIVACY PROMISE

Richland Newhope understands that your personal information needs to be kept private. Protecting your personal information is important. We follow strict federal and state laws that require us to keep your personal information confidential.

HOW WE USE YOUR PERSONAL INFORMATION

When you receive services from Richland Newhope, we may use your personal information for such activities as providing you with services, billing for services, and conducting our normal board business known as health care operations.

Examples of how we use your information include:

Treatment - We keep records of the care and services provided to you within Richland Newhope. For example, your Individual Consultant or Service Coordinator keeps notes on all contacts made in coordinating and arranging for services. If you see a nurse working for Richland Newhope, the nurse will keep records of any care you receive. Richland Newhope staff may share your personal information with your team while helping to develop your service plan.

If Richland Newhope staff share your personal information with anyone who is not employed by Richland Newhope or a member of your team as identified by you, you must give them written permission first.

Some personal records, including confidential communications with a mental health professional and substance abuse records, may have additional restrictions for use and disclosure under state and federal law.

Payment – We keep records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment for your services from Medicaid, insurance or other sources. For example, we may disclose personal information about the services provided to you.

All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement.

CLASS ACTION SUIT

Disability Rights Ohio (DRO) filed a state-wide class action captioned Ball v. Kasich Case No. 2:16-cv-282 in the U.S. District Court for the Southern District of Ohio. The suit was filed on March 31, 2016 against the Governor, Department of Developmental Disabilities, Department of Medicaid and Opportunities for Ohioans with Disabilities. The Ohio Association of County Boards Serving People with Developmental Disabilities may become a defendant in the lawsuit. The Plaintiffs are represented by DRO and other lawyers from Massachusetts, Illinois, Michigan and Washington D.C.

The action potentially affects all adults with DD. The parties to the lawsuit, through their lawyers, have sought and will continue to seek documentation, including Protected Health Information, on individuals who are or who may be a part of this lawsuit, or who may have information relevant to this lawsuit or who are simply receiving services from DD Boards. The DD Board will comply with requests for information and may provide Protected Health Information on any person served by the DD Board to the lawyers for any of the parties. All information provided in connection with this lawsuit is covered by

a protective order issued by the court which complies with HIPAA and other privacy regulations and which ensures that the information about any individual cannot be disclosed outside of the lawsuit without their permission. At the conclusion of the lawsuit, all protected health information which was disclosed or retained by any party in the course of the lawsuit will be destroyed.

For further information on the lawsuit or the Protective Order, contact OACBDD.

OUR PRIVACY RESPONSIBILITIES

Richland Newhope is required by law to:

- Maintain the privacy of your personal information
- Provide this notice that describes the ways we may use and share your personal information
- Follow the terms of the notice currently in effect.

Current notices will be posted at Richland Newhope facilities and on our website, www.rnewhope.org

You may request a copy of a notice from the Richland Newhope Administration Office, 314 Cleveland Ave, Mansfield, Oh 44902. 419-774-4200.

Contact Us

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that has made about access to your personal information:

Please contact your Richland Newhope *Service Coordinator*

Or

Richland Newhope Privacy Officer

314 Cleveland Ave.

Mansfield Oh, 44902

(419)774-4216

E-mail: abailey@rnewhope.org

We will investigate all complaints and will not retaliate against you for filing a complaint.

You also may file a written complaint with either

- **The Secretary of the U.S. Department of Health and Human Services at 200 Independence Avenue SW, Washington D.C., 20201 or call 1-877-696-6775 or**
- **The Office for Civil Rights, U.S. Department of Health and Human Services at 200 Independence Avenue SW, Room 509F, HHH Building, Washington D.C., 20201 or call OCR's hotline – voice at 1-800-368-1019, or e-mail at ocrmail@hhs.gov.**

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain.

YOUR INDIVIDUAL RIGHTS:

You have the right to:

- Request restrictions on how we use and share your personal information. We will consider all requests for restrictions carefully but are not required to agree to any restriction.*
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your personal information, including service, medical and billing records. Fees may apply.*
- Request corrections or additions to your personal information. You must give the reasons for wanting the change.*
- Request an accounting of certain disclosures of your personal information made by us. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request. The first accounting is free but a fee may apply if more than one request is made in a 12-month period.*
- Request a paper copy of this notice even if you agree to receive it electronically.

Requests marked with a star (*) must be made in writing. Contact your Individual Consultant or Service Coordinator at Richland Newhope for assistance in making this request.

OUR ORGANIZATION:

This notice describes the privacy practices of Richland Newhope. This notice also describes the privacy practices of persons or entities which have signed a contract with Richland Newhope and which are acting as business associates, and have promised to follow the same rules of confidentiality.

Covered by Richland Newhope:

Early Childhood Center, Richland Newhope Industries, Inc., The Raintree and Residential Group homes, Transportation, Therapy Services, Service Support Administration, and Family Resources, as well as Richland Newhope employees and volunteers at those facilities.

If you want to know about the privacy practices of service providers who are not employed by Richland Newhope and who are not business associates, you should contact them directly.

Acknowledgment of Receipt of Notice

I have received a copy of the Privacy Notice from Richland Newhope.

_____ Yes _____ No

Please Print Individual's Name

Signature of Individual/Parent/Guardian
Receiving Notice

Date

Please sign and date the above acknowledgment and return in the self-addressed, stamped envelope.
Thank You.