

## **Notice of Privacy Policy**

### **A SUMMARY OF COMMUNITY HEALTH PLAN OF WASHINGTON'S NOTICE OF PRIVACY PRACTICES**

By law Community Health Plan of Washington must protect the privacy of your personal health information. We may not use or give out your information for any reason other than as allowed or required by law. This document is a summary of how we may use and give out ("disclose") your protected health information. Protected health information means any information that can identify you, including information on your health care and treatment, your name, age, address and social security number.

A full notice of your privacy rights has also been provided to you, together with this summary.

We may use or give out your health information to:

- You or someone who has a legal right to act for you (your personal representative);
- Approve treatment your doctor requests for you;
- Pay your doctor;
- Tell you whether a service is covered under your policy; and
- Provide customer services to you, make sure you get quality healthcare, and help with any complaints you may have.

We are required to give out your health information for:

- Public health reasons (such as reporting disease outbreaks);
- Government healthcare oversight activities (such as fraud and abuse investigations);
- Legal proceeding (such as a subpoena or other court order);
- Law enforcement purposes (such as to locate a missing person); and
- Funeral directors or medical examiners to allow them to carry out their duties.

In most cases, by law you have a right to see and ask for a copy of your health information kept by us. You also have a right to:

- Have your information corrected if you believe it is wrong, or information is missing. If we disagree with you, you may have a statement of your concerns added to your information;
- Get a listing of individuals or organizations to which we have released your information; and
- Ask us to contact you in a different manner or at a different place for confidential reasons.

If you believe we have violated your privacy rights set out in this notice, you may complain to our Privacy Officer at the following address or telephone number:

Community Health Plan of Washington  
Attn: Privacy Office  
720 Olive Way, Suite 300  
Seattle, WA 98144  
(206) 613-8916 or (800) 440-1561

You may also file a complaint with the Secretary of the Department of Health and Human Services.

**Filing a complaint will not affect your benefits or result in any penalty to you.**

For more information on filing a complaint or carrying out your privacy rights, call Customer Services at (206) 521-8833 or (800) 440-1561.