

# Adolescent and Family Counseling Services, LLC

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## NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

### **Protecting Your Privacy**

Protecting your privacy and your Protected Health Information is at the core of our business. We recognize our obligation to keep your information secure and confidential whether on paper or the Internet. At Adolescent and Family Counseling Services, LLC (hereinafter referred to as ADOFAM), privacy is one of our highest priorities.

### **Keeping Your Information**

Keeping the Protected Health Information we have about you secure is one of our most important responsibilities. We value your trust and will handle your information with care. Our employees access information about you only when necessary to provide treatment, confirm eligibility, obtain authorization, process claims and otherwise meet your needs. We may also access information about you when considering a request from you or when exercising our rights under the law or any agreement with you. We safeguard information during all business practices according to established security standards and procedures, and we continually assess new technology for protecting information. Our employees are trained to understand and comply with these information principles.

### **Keeping Information Accurate**

Keeping your health information accurate and up to date is very important. If you believe the health information we have about you is incomplete, inaccurate or not current, please call or write us at the telephone numbers or addresses listed below. We take appropriate action to correct any erroneous information as quickly as possible through a standard set of practices and procedures.

### **How - And Why – Information Is Shared**

We limit who receives information and what type of information is shared.

- 1) Sharing information within ADOFAM: We share information within our company to deliver you the services specified in your treatment or service plan.
- 2) Sharing of information with companies or independent contractors that work for us: To help us offer you our services, we may share information with others that work for us, such as claim processing and mailing companies and independent contractors that deliver services directly to you. These individuals act on our behalf and are obligated contractually to keep the information that we provide them confidential.
- 3) Other. Client-specific personally identifiable data is released only when required to provide a

service for you and only to those with a need to know or with your consent. We will share information with your family and friends that per your request are involved in your treatment and government and other health care agencies (covered entities) currently involved in your treatment. Information is released with the condition that the person receiving the data will not release it further, unless you give permission. If we receive a subpoena or similar legal process demanding release of any information about you, we will attempt to notify you (unless we are prohibited from doing so). Except as required by law or as described above, we do not share information with other parties, including government agencies. ADOFAM does not share any customer information with third party marketers who offer their products and services to our clients.

**Count on our commitment to your privacy**

You can count on us to keep you informed about how we protect your privacy and limit the sharing of information you provide to us – whether it is at our office, over the phone or through the Internet.

You may file a complaint about our privacy policies. If you think your privacy rights have been violated by us or you want to complain about our privacy practices, you may file a complaint with ADOFAM by contacting the Executive Director of the program you or your child participates in. If you file a complaint, we will not take any action against you or retaliate against you in any way. You may also send a written complaint to the US Secretary of the Department of Health and Human Services at:

Office for Civil Rights  
US Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201