



## **Trillium Community Health Plan NOTICE OF PRIVACY PRACTICES**

**Effective Date: January 1, 2007**

**Revised 1/7/10**

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

**This notice is available in other languages and alternative formats that meet the guidelines for the Americans with Disabilities Act (ADA). Contact Trillium Community Health Plan (Trillium) at phone 800-910-3906 or fax 541-984-5685.**

**Esta noticia está disponible en otras idiomas y formatos alternativos que van por los reglamentos del Acto de Americanos con Incapacidades. Llame al Trillium al 800-910-3906 o fax al 541-984-5685.**

As your contractor for a Medicare Advantage plan, Trillium provides you with health services. Trillium staff must collect information about you to provide these services. Trillium knows that information we collect about you and your health is private. Trillium is required to protect this information by federal and state law. We call this information "Protected Health Information" (PHI).

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

### **Trillium May Use and Disclose Information Without Your Authorization**

- **For Treatment.** Trillium may use or disclose information with health care providers who are involved in your health care. For example, information may be shared to create and carry out a plan for your treatment.
- **For Payment.** Trillium may use or disclose information to get payment or to pay for the health care services you receive. For example, Trillium may provide PHI to bill Medicare for health care provided to you.
- **For Health Care Operations.** Trillium may use or disclose information in order to manage its programs and activities. For example, Trillium may use PHI to review the quality of services you receive.
- **Appointments and Other Health Information.** Trillium may send you reminders for medical care checkups. Trillium may send you information about health services that may be

of interest to you.

- **For Public Health Activities.** Trillium may provide information to DHS, the public health agency that keeps and updates vital records, such as births and deaths, and tracks some diseases.
- **For Health Oversight Activities.** Trillium may use or disclose information to inspect or investigate health care providers.
- **As Required by Law and For Law Enforcement.** Trillium will use and disclose information when required or permitted by federal or state law, or by court order.
- **For Abuse Reports and Investigations.** Trillium is required by law to receive and investigate reports of abuse.
- **For Government Programs.** Trillium may use and disclose information for public benefits under other government programs. For example, Trillium may disclose information for the determination of Supplemental Security Income (SSI) benefits.
- **To Avoid Harm.** Trillium may disclose PHI to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.
- **For Research.** Trillium uses information for studies and to develop reports. These reports do not identify specific people.
- **Disclosures to Family, Friends and Others Who Are Involved In Your Medical Care.** Trillium may disclose information to your family or other persons who are involved in your medical care. You have the right to object to the sharing of this information.
- **Other Uses and Disclosures Require Your Written Authorization.** For other situations, Trillium will ask for your written authorization before using or disclosing information. You may cancel this authorization at any time in writing. Trillium cannot take back any uses or disclosures already made with your authorization.
- **Other Laws Protect PHI.** Many Trillium programs have other laws for the use and disclosure of information about you. For example, you must give your written authorization for Trillium to use and disclose your chemical dependency treatment records.

## Your PHI Privacy Rights

You have the following rights regarding health information Trillium maintains 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 records. You must make the request 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 Trillium to change or add missing information to your records if you think there is a mistake. You must make the request in writing, and provide a reason for your request.
- **Right to Get a List of Disclosures.** You have the right to ask Trillium for a list of disclosures made within the past six years. (Trillium began operations on 1/1/07, so nothing is available before that date.) You must make the request in writing. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided 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 Trillium limit how your information is used or disclosed. You must make the request in writing and tell Trillium what information you want to limit and to whom you want the limits to apply. Trillium is not required to agree to the restriction(s). You can request that the restriction(s) be terminated in writing or verbally.
- **Right to Revoke Permission.** If you are asked to sign an authorization to use or disclose information, you can cancel that authorization at any time. You must make the request 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 Trillium share information with you in a certain way or in a certain place. For example, you may ask Trillium to send information to your work address instead of your home address. You must make this request in writing. You do not have to explain the basis for your request.
- **Right to File a Complaint.** You have the right to file a complaint if you do not agree with how Trillium has used or disclosed information about you.
- **Right to Get a Paper Copy of this Notice.** You have the right to ask for a paper copy of this notice at any time.

## **How to Contact Trillium to Review, Correct or Limit Your Protected Health Information (PHI)**

You may contact Trillium or the Trillium Privacy Officer at the address listed at the end of this notice to:

- Ask to look at or copy your records
- Ask to limit how information about you is used or disclosed.
- Ask to cancel your authorization
- Ask to correct or change your records
- Ask for a list of the times Trillium disclosed information about you

Trillium may deny your request to look at, copy or change your records. If Trillium denies your request, Trillium will send you a letter that tells you why the request is being denied and how you can ask for a review of the denial. You will also receive information about how to file a complaint with Trillium 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**

You may contact Trillium at the address, phone numbers or email listed below, or The U.S. Department of Health and Human Services, Office for Civil Rights if you want to file a complaint or to report a problem with how Trillium has used or disclosed information about you. Your benefits will not be affected by any complaints you make. Trillium cannot retaliate against you for filing a complaint, cooperating in an investigation, or refusing to agree to something that you believe to be unlawful.

#### **Trillium**

Privacy Officer  
P.O. Box 11756  
Eugene, Oregon 97440-3956  
Phone: 541-762-9086  
Toll Free: 800-910-3906  
TTY: 866-234-4578  
Fax: 541-434-1291  
Email: [privacyofficer@trilliumchp.com](mailto:privacyofficer@trilliumchp.com)

#### **DHHS Office for Civil Rights**

Office for Civil Rights  
Department of Health & Human Services  
2201 Sixth Avenue – Mail Stop RX-11  
Seattle, WA 98121  
Phone: 206-615-2290; toll free 800-368-1019  
TTY: 206-615-2296; toll free 800-537-7697  
Fax: 206-615-2297

### **For More Information**

If you have any questions about this notice or need more information, please contact the Trillium Privacy Officer.

In the future, Trillium may change its Notice of Privacy Practices. Any changes will apply to information Trillium already has, as well as information Trillium receives in the future. A copy of the new notice will be posted at Trillium as required by law. You may ask for a copy of the current notice any time you visit or contact Trillium, or get it on-line at [www.trilliumchp.com](http://www.trilliumchp.com).