

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

KPS Health Plans is committed to protecting the privacy of your personal and health information. We are required by applicable federal and state law to maintain the privacy of your personal and health information. KPS Health Plans is also required to give you this notice to tell you how KPS may use and give out ("disclose") your personal and health information held by KPS Health Plans.

Personal and health information (referred to in this notice as "personal information") means any information that is identifiable to you as your personal information, including information regarding your health care and treatment, identifiable factors such as your name, age, and address; or financial information.

We may collect personal information about you, or members covered by KPS Health Plans through you, from the following sources:

- Information we receive from you, including information you provide on applications or other forms,
- Information we receive from your health care providers or other companies, such as other health insurance companies, relating to your medical claims and billings,
- General information about the health care services you have received, such as the quality and availability of services.

We restrict access to personal information about you to only those who need to know that information to provide treatment, payment or health care operations services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information.

We do not disclose any personal information about our members or former members to anyone, except as permitted or required by law. However, KPS Health Plans **will** use and give out your personal health information:

- To you or someone who has the legal right to act for you (your personal representative),
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected,
- To law enforcement officials when investigating and/or prosecuting alleged civil or criminal actions, and
- Where required by law.

KPS Health Plans **has the right** to use and give out your personal information to arrange for treatment, payment of, and health care operations services, including:

- Medical quality reviews
- Accounting
- Legal and risk management services

KPS Health Plans **may** use or give out your personal information for the following purposes under limited circumstances:

- For Government health care oversight activities (such as fraud and abuse investigations)
- To avoid a serious and imminent threat to the health or safety of you or the public

By law, KPS Health Plans must have your written permission (an "authorization") to use or give out your personal information for any purpose that is not set out in this notice. You may take back ("revoke") your written permission at any time, except if KPS Health Plans has already acted based on your permission.

By law, you **have the right** to:

- See and get a copy of your personal information held by KPS Health Plans, except in certain limited situations.
- Make a reasonable request in writing to amend any of your personal information created by KPS Health Plans if you

believe that it is wrong or if information is missing, and KPS Health Plans agrees. If KPS Health Plans disagrees, we will notify you why in writing. You may have a statement of your disagreement added to your personal information.

- Get a listing of those obtaining your personal information from KPS Health Plans in the past six (6) years. The listing will not include information:
  - That was given to you or your personal representative,
  - That you authorized KPS Health Plans to release, or
  - That was given out for law enforcement purposes, or
  - That was given out to pay for your health care claim or a disputed claim.
- Request in writing that KPS Health Plans communicate with you in confidence about your personal information by alternative means or to an alternative location. If you advise us that disclosure of all or any part of your personal information could endanger you, we must comply with any reasonable request provided it specifies an alternative means or location.
- Ask KPS Health Plans to place additional restrictions on our use or disclosure of your personal information for treatment, payment, health care operations or to persons you identify. We are not required to agree to these additional restrictions and will notify you about the reasons regarding this action. If we do agree to the additional restrictions, we will abide by our agreement (except in an emergency).
- Get a separate electronic or paper copy of this notice.

For more information about exercising your rights set out in this notice, you may call KPS Health Plans' Member Services department at (360) 478-6796 or toll free at (800) 552-7114. You can also reach KPS Health Plans' privacy official for this purpose at (800) 552-7114.

If you believe KPS Health Plans has violated your privacy rights set out in this notice, you may file a complaint with KPS Health Plans at the following address:

**KPS Health Plans**  
Compliance Department  
P.O. Box 339  
Bremerton, WA 98337

Filing a complaint will not affect your benefits under KPS Health Plans. You also may file a complaint with the Secretary of the Department of Health and Human Services.

KPS Health Plans does have the right to change the way your personal information is used and given out. If KPS Health Plans makes any changes, you will get a new notice by mail within 60 days of the change, and that notice will become effective on the date the revised notice is issued.

Please note: Telephone calls to and from KPS Health Plans may be recorded for quality assurance and training purposes.

If you are the primary subscriber with KPS Health Plans and other persons are covered by KPS Health Plans through you, we suggest that you share this information with each other to ensure that each of you is aware of our policy and your privacy rights.

Please refer to KPS Health Plans' website at [www.KPSHealthPlans.com](http://www.KPSHealthPlans.com) for more information about our privacy practices.