



NOTICE OF PRIVACY PRACTICES

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

Your Information. Your Rights. Our Responsibilities. This notice applies to the information that we have about your health care and services that you receive through Eleos Family Services. Eleos Family Services is required by law to notify you of our legal duties and privacy practices, your rights, and describe the ways we may access, use, and disclose your protected health information. We must maintain the privacy of your health information and follow the terms of this notice.

Your Rights. When it comes to your health information, you have the right to the following:

- **Get a copy of your health records.** You may review or get a copy of your health records except for psychotherapy notes, information compiled as part of a legal case, or as otherwise excluded by law. Eleos Family Services may impose a reasonable fee for copying, supplying, preparing, and mailing the requested records.
- **Ask us to correct or change your health information if you believe it is incorrect or incomplete.** Ask us how to do this. We may say no to your request, but we will tell you in writing within 60 days.
- **Confidential communications.** If you ask us to contact you in a confidential way (for example, at a certain phone number, email address, or designated mailing address), we will grant reasonable requests.
- **Ask Eleos Family Services to limit what health information we use or share.** We do not have to agree if it would affect your care. If we do agree, we will limit the information unless it needs to be shared in an emergency.
- **Get a list of those with whom Eleos Family Services has shared your health information.** You can ask, in writing, for a list of the times we have shared your information (“accounting”), who we shared it with, and why it was shared, within the past 6 years, except for when it is used to carry out your treatment, pay for your care, for health care operations, disclosures you asked for, or prohibited by law. You are entitled to one free accounting a year.
- **Receive a paper copy of this notice.** You are entitled to a paper copy of this notice.
- **Choose someone to act for you.** Your legal guardian or someone with a medical power of attorney for you may make choices about your health information.
- **Receive notice of a breach.** You are entitled to be notified if your protected health information has been accessed, acquired, used, or disclosed as result of a breach within 30 days of the Agency becoming aware of such a breach.

• **File a complaint.** If you feel Eleos Family Services has violated your rights, you may file a complaint with our office or the Department of Human Services. You will not be retaliated against for filing a complaint.

You have the right to file a complaint with us if you feel we have not complied with HIPAA or our Privacy Policies. Your complaint should be directed to our Compliance Officer. If you feel we may have violated your privacy rights, or if you disagree with a decision we made regarding your access to your health information, you can complain to us in writing and request a Complaint Form from our Privacy Officer, or you may complain to the Secretary of the U.S. Department of Health and Human Services, Office for Civil Rights.

We will not retaliate in any way or withhold care if you file a complaint with us or with the Department of Health Human Services.

HOW TO CONTACT US:

Eleos Family Services, LLC c/o Compliance Officer
Address: 61 Maple Ln, Wayne, NJ 07470
Email: m.johnson@eleosfamilyservices.com
Telephone: 612-310-2826

1. You can call the Department of Human Service's Privacy officer and request a complaint form that you can complete and return. Complaints should be sent to:

Department of Human Services (DHS)
222 South Warren Street
P.O. Box 700
Trenton, NJ 08625
Departmental Privacy Officer: Elena Flynn, 609-292-3557

2. You may file a complaint with the Secretary of the federal Department of Health and Human Services. Send your complaint to: Secretary U.S. Department of Health and Human Services 200 Independence Avenue SW Washington DC 20201. This needs to be done within 180 days of when the problem occurred.

3. You can complain at any time to the federal Office of Civil Rights by calling 866-627-7748.

Our Uses and Disclosures of Your Protected Health Information. Eleos Family Services is permitted to use or disclose your health information for treatment, billing/payment, and operations.

Here are some examples of how we typically access, use, and/or disclose your health information:

- Sharing information about your diagnosis and care needs to determine your initial or ongoing eligibility to coordinate supported living services and placement in a care facility.
- Sharing information about your health care needs to pay for your services, including federal and state funding programs such as Medicaid.
- Disclosing your health information to appropriate Eleos Family Services' staff members, business associates, volunteers, and/or other government agencies who are involved in your treatment so that they can provide health care and oversight, including evaluating the performance of people involved in your care.

How else can we use or share your health information? Eleos Family Services is allowed or required to share your information in other ways without your written authorization—usually in ways that promote public health, safety, and research. We must meet many conditions in the law before we can share your information for these purposes.

Examples include:

- Disclosing information to a family member or another person to assist you if you are unable to tell us your preference, such as if you are unconscious or during an emergency, if we believe it is in your best interest.
- Sharing information that is needed to lessen a serious and imminent threat to health or safety.

- Reporting suspected abuse, neglect, or domestic violence, and preventing or reducing threats to you or another person's health or safety.
- Sharing information with other state or federal agencies. For example, the US Department of Health and Human Services ("HHS"), Federal Emergency Management Agency ("FEMA"), the Centers for Disease Control ("CDC"), Department of Human Services ("DHS"), Division of Developmental Disabilities ("DDD") the Department of Children and Families ("DCF"), and other similar agencies.
- Conducting research that benefits persons with developmental disabilities and/or the Medicaid program.
- Disclosing information for vital statistics, or with an organ procurement organization, coroner, medical examiner, or funeral director.
- Disclosing information for workers' compensation claims, law enforcement purposes, and functions such as military, national security, and presidential protection services.
- Responding to a court order, administrative order, or a subpoena.
- Disclosing your information to the extent it is required by state or federal law.

Other Uses and Disclosures. Other uses and disclosures not described in this notice will be made only with your written authorization. If you give us written authorization, you may revoke it at any time. This includes authorizing us to share information with your family, close friends, or others involved with your care. We will never sell your information or use it for marketing purposes unless you give us written permission.

Our Responsibilities. We are required by law to maintain the privacy and security of your protected health information. We are required to follow the duties and privacy practices described in this notice and give you a copy of it. This includes letting you know promptly if a breach occurs that may have compromised the privacy or security of your health information. We will not use or share your information other than described in this notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time.

Changes to this notice. Eleos Family Services reserves the right to change the terms of this notice; and, the changes apply to all information that we have about you. The new notice will be available on our website and will be mailed to you upon request.

Contact Information. If you have any questions, requests, or would like a printed copy of this notice, please contact our office in your area at the telephone number listed below. We may ask that you make a request in writing.

Who receives this Notice of Privacy Policy and Protection of Health Information? Eleos Family Services provides this notice to every recipient household at the time of admission. This notice applies to all Individuals/Guardians served by our agency. To comply with Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990, please contact the HIPAA Privacy Officer at the address shown on this Notice if you would like to receive this Notice in an alternate format such as Braille, large print, or audio.