



Our Commitment to your Privacy:

Unity is committed to protecting the privacy and confidentiality of your protected health information (PHI). This Notice of Privacy Practices explains how we may use and disclose your PHI and your rights regarding your PHI. Please review it carefully.

Right to Receive a Paper or Electronic Copy of this Notice:

We are required by law to maintain the privacy of your PHI and to provide a notice of our legal duties and privacy practices with respect to PHI. We are required to follow the practices described in this notice. We reserve the right to change our privacy practices and the terms of this notice at any time. If we make any changes to this notice, we will provide notification in the following ways:

- Attempt to contact you and offer an updated notice for review either electronically or by mail
- Post the revised notice in our physical locations
- Post the revised notice on our website
- Have copies at all physical locations, available upon request

Understanding Your Health Information:

Protected Health Information (PHI) includes any information that we create or receive that relates to your past, present or future physical or mental health condition, the provision of healthcare to you, or payment for healthcare provided to you.

Uses and Disclosures of Your Health Information:

We are committed to maintain the confidentiality of your health information. Your PHI may be used and disclosed for purposes of treatment, payment, and healthcare operations. Outside of these permitted uses, we will obtain your written authorization before using or disclosing your PHI for any purpose not covered by this Notice or permitted by law. You have the right to revoke that authorization in writing except to the extent that any action has been taken in reliance on the authorization.

- Treatment – Treatment disclosures involve the use or disclosure of PHI by healthcare providers for the purpose of providing, coordinating, or managing healthcare and related services for an individual, without their authorization. This includes (but is not limited to) activities such as diagnosis, treatment, and referral for treatment.
 - For example, a counselor may consult another healthcare provider about your diagnosis and treatment in order to coordinate additional treatment options such as medication or testing.
- Payment – Payment disclosures involve the use or disclosure of PHI by covered entities (such as healthcare providers or health plans) to obtain payment for healthcare services provided to an individual. This includes activities related to billing, claims processing, and reimbursement.
 - For example, Unity will submit claims to your health insurance company for reimbursement. These claims include information about the services provided such as diagnosis, treatment dates and duration.
- Healthcare Operations – Healthcare operations disclosures involve the use or disclosure of PHI by covered entities for activities that are necessary for their own operations and to support the delivery of healthcare services. This includes activities such as quality assessment, performance improvement, healthcare provider credentialing, and administrative functions.
 - For example, Unity uses PHI to evaluate the quality of care provided to clients, identifying areas for improvement in outcomes and to develop strategies to enhance the delivery of services.

Effective Date: 6/1/24	Applies To: Personnel and Clients
Rule/Accreditation Ref: CARF 1.9.1; OAC 5122-26-08; 42 C.F.R. 164.520, 164.522, 164.524, 164.526, 164.528	Policy/Procedure Ref: 1.1.11 – Privacy Practices & HIPAA



- Memorandums of Understanding (MOU) – Unity may execute MOUs with organizations allowing for the exchange of PHI to best access resources, coordinate care, etc. All individuals encompassed in any MOUs are required to properly safeguard the privacy of your health information.

Your Rights Regarding Your Health Information:

You have the following rights regarding your PHI:

- Right to Access – You have the right to request access to your PHI and receive a copy of it. There may be some instances where you may not be able to review your PHI such as psychotherapy notes, records related to legal proceedings, or as otherwise restricted by law. Under some circumstances, a charge may be associated with copying, mailing, etc., of your records. Any denials of requests will be limited; however, reviews of denials may be requested in writing.
- Right to Request Amendments – You have the right to request that your PHI be amended or corrected if you believe it is inaccurate or incomplete. Requests for amendments will receive an initial response within 5 business days and a resolution within 30 days (unless the request requires a more in-depth investigation at which point you will be notified of the extension). In cases where amendment requests are denied, a written notice will be provided explaining the basis of denial and your right to appeal.
- Right to Request Restrictions – You have the right to request restrictions on how we use and disclose your PHI. This may include requesting that certain healthcare providers, family members, etc., be restricted from your PHI (or certain parts of your PHI). We are unable to limit uses/disclosures that are required by law.
- Right to Request Confidential Communications – You have the right to request that we communicate with you about your PHI through alternative means if you believe that ordinary means may jeopardize your privacy. Some examples include written communication, telephone calls, electronic communication, etc.
- Right to an Accounting of Disclosures – You have the right to request an accounting of certain disclosures of your PHI.
- Right to Receive Notice of Breach – You have the right to be notified in the event of a breach of your PHI.
- Right to Opt-Out of Fundraising Communications – You have the right to opt-out of receiving fundraising communications from us.
 - Unity does not solicit clients and/or families in fundraising activities
- Right to file a complaint – You have the right to file a complaint with Unity regarding the use or disclose of your PHI. Complaints should be filed with the Privacy Officer. You may also choose to file a complaint with the Secretary of the U.S. Department of Health and Human Services (HHS) if you believe that your privacy rights under HIPAA have been violated (200 Independence Avenue, S.W., Washington, D.C. 20201 or call 1-877-696-6775).
 - HIPAA prohibits retaliation against individuals who file complaints or exercise their rights under the law. Unity will not engage in any adverse actions, such as denying services or treatment, in response to a complaint.

All requests noted above should be sent to the Privacy Officer (Alicia Boreman, aliciab@unityservices.org) in writing, including your signature or that of an authorized representative. Request forms can be accessed at any location and/or by email to intake@unityservices.org

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