

PRIVACY NOTICE

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.

The law requires The Illinois Department of Healthcare and Family Services (HFS) to protect the privacy of your medical information. This notice explains how HFS can use or share the medical information that HFS has about you or your family. It also explains your rights.

For some people, HFS pays for all health benefits. For others, HFS pays for certain services like prescription drugs. HFS must receive and keep your medical information so you can have these benefits. HFS may contract with other organizations or individuals to help provide your health benefits. These contractors may also receive and keep your medical information.

Effective April 14, 2003, HFS must follow this Notice until it is replaced. HFS can change the terms of this Notice at any time. If HFS changes this Notice, HFS will send a new Notice to all persons enrolled at that time. HFS can make the new changes apply to all your medical information kept by HFS before and after the date of the new Notice. The Notice is posted on HFS's website: <http://www.hfs.illinois.gov/>

HFS may use or share your medical information without your permission for the reasons below.

- **So you can get medical care.** For example, HFS may share your medical information with your doctor or pharmacy so that they can give you medical care and the right medicine.
- **So HFS can pay your medical bills.** For example, HFS may use and share your medical information so your doctor can send a bill to HFS and so HFS can pay your medical bills. HFS may also use or share your medical information to recover payment from other medical insurance or benefits you may have.
- **So HFS can perform its duties.** For example, HFS may use or share your medical information to assess quality of care; to decide who is eligible for medical benefits; to manage your care; to direct and plan HFS's programs and budget; to coordinate with another public benefit program; or for audits.
- **To tell you about other health services.** For example, HFS may call or write to tell you about treatment options or other health-related services.
- **To comply with the law.** For example, the law requires HFS to allow the U.S. Department of Health and Human Services to audit HFS records. HFS may share your medical information to comply with other laws.
- **For other reasons.** Examples include:
 - To comply with legal proceedings, such as a court or administrative order or subpoena;
 - To enforce other laws or protect someone's health and safety;
 - So a family member, friend or other person can help you to get or pay for your health care;
 - So a personal representative you appoint or a court appoints for you can help you get health benefits;
 - To support research as long as the information will be protected by the researchers;
 - So a coroner or medical examiner can identify a deceased person or cause of death or so a funeral director can arrange burial;
 - To support an organ procurement organization in limited circumstances;
 - To protect you against a serious threat to your health or safety or the health or safety of others;
 - To support a government agency overseeing health care programs;
 - For lawful national security purposes;
 - For public health purposes; and
 - For military purposes, if you are a member of the armed forces.

HFS will not use or share your medical information for any other reason unless you give HFS written permission. You may withdraw your permission in writing at any time. However, if HFS used or shared your information for a long-term project like a research study, HFS may continue to use or share your information for that purpose only. Your permission for HFS to use or share your information will end when HFS gets your written notice to withdraw your permission. You can find forms for these purposes on HFS's website and at Illinois Department of Human Services local offices.

Your rights. You may ask HFS to do any of the following if you ask in writing. HFS will decide if it can do what you want it to do. HFS will write to tell you what it decides.

- You may ask HFS not to use or share your medical information. HFS does not always have to agree.
- You may ask HFS to contact you about your medical information privately in a different way or at a different place than HFS is currently doing. HFS does not always have to agree unless the change is necessary to protect you, and HFS can still pay your medical bills. When you write to ask for this change, you must tell HFS how to contact you in private.
- You may ask to see or get copies of your medical information. You may be charged a small fee for copies.
- You may ask HFS to correct your medical information. HFS does not always have to agree to make the change.
- You may ask for a list of ways HFS or its contractors shared your medical information for up to 6 years. HFS can tell you this for information that it shared on or after April 14, 2003.
- You may write to ask HFS to send you another copy of this Notice.

If you want any of these things, contact the HFS Privacy Officer at the address below. HFS will help you make your written request.

Complaints. If you believe HFS has not protected your right to privacy, you have the right to complain to HFS or to the Secretary of the U.S. Department of Health and Human Services. You may file a complaint with HFS at the address below. HFS will not hold it against you if you file a complaint.

Privacy Officer. To get more copies of this Notice or more information about HFS's privacy practices or your rights, or to file a complaint, contact the Privacy Officer at the following address:

Privacy Officer
Healthcare and Family Services
P.O. Box 19159
Springfield, IL 62794-9159

Toll-free telephone: 1-800-226-0768 (Health Benefits Hotline)

Toll-free for persons using a TTY: 1-877-204-1012

Fax: 1-312-793-2005

E-mail address: privacy.officer@illinois.gov