



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. PLEASE REVIEW IT CAREFULLY.

USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION

Protected health information includes demographic and medical information that concerns the past, present, or future physical or mental health of an individual. Demographic information could include your name, address, telephone number, social security number, and any other means of identifying you as a specific person. Protected health information contains specific information that identifies a person or can be used to identify a person.

Protected health information is health information created or received by a health care provider, health plan, employer, or health care clearinghouse. Better Together Psychological Services, LLC can act as each of the above business types. This medical information is used by Better Together Psychological Services, LLC, in many ways while performing normal business activities.

Your protected health information may be used or disclosed by Better Together Psychological Services, LLC for purposes of treatment, payment, and healthcare operations. *Healthcare professionals use medical information in the clinics or hospitals to take care of you. Your protected health information may be shared, with or without your consent, with another healthcare provider for purposes of your treatment.*

Your information may be used by certain BTPS personnel to improve Better Together Psychological Services, LLC's healthcare operations. Better Together Psychological Services, LLC may also send you appointment reminders, information about treatment options, or other health-related benefits and services.

Some protected health information can be disclosed without your written authorization as allowed by law. Those circumstances include:

- Reporting abuse of children, adults, or disabled persons.
- Investigations related to a missing child.

- Internal investigations and audits by Better Together Psychological Services, LLC's divisions, bureaus, and offices.
- Investigations and audits by the state's Inspector General and Auditor General, and the legislature's Office of Program Policy Analysis and Government Accountability.
- Public health purposes include vital statistics, disease reporting, public health surveillance, investigations, interventions, and the regulation of health professionals.
- District medical examiner investigations.
- Court orders, warrants, or subpoenas.
- For law enforcement purposes, administrative investigations, and judicial and administrative proceedings.

Other uses and disclosures of your protected health information by Better Together Psychological Services, LLC will require your written authorization. These uses and disclosures may be for psychotherapist notes and the sale of protected health information resulting in remuneration to Better Together Psychological Services, LLC.

This authorization will have an expiration date that can be revoked by you in writing.

INDIVIDUAL RIGHTS

You have the right to request that Better Together Psychological Services, LLC restrict the use and disclosure of your protected health information to carry out treatment, payment, or health care operations. You may also limit disclosures to individuals involved with your care. Better Together Psychological Services, LLC is not required to agree to any restriction.

You have the right to be assured that your information will be kept confidential. Better Together Psychological Services, LLC will make contact with you in the manner and at the address or phone number you select. You may be asked to put your request in writing. If you are responsible for paying for services, you may provide an address other than your residence where you can receive mail and where we may contact you.

You have the right to inspect and receive a copy of your protected health information that is maintained by Better Together Psychological Services, LLC, within 30 days of Better Together Psychological Services, LLC's receipt of your request to obtain a copy of your protected health information. You must complete Better Together Psychological Services, LLC's Authorization to Disclosure Confidential Information form and submit the request to Dr. Niekema Hudson, Better Together Psychological Services founder. If there are delays in getting you the information, you will be told the reason for the delay and the anticipated date when you will receive your information.

Your inspection of information will be supervised at an appointed time and place. You may be denied access as specified by law.

If you choose to receive a copy of your protected health information, you have the right to receive the information in the form or format you request. If Better Together Psychological Services, LLC cannot produce it in that form or format, it will give you the information in a readable hard copy form or another form or format that you and Better Together Psychological Services, LLC agree to.

Better Together Psychological Services, LLC cannot give you access to psychotherapy notes or certain information being used in a legal proceeding. Records are maintained for specified periods of time in accordance with the law. If your request covers information beyond that time, Better Together Psychological Services, LLC is required to keep the record, the information may no longer be available.

If access is denied, you have the right to request a review by a licensed healthcare professional who was not involved in the decision to deny access. This licensed healthcare professional will be designated by Better Together Psychological Services, LLC.

You have the right to correct your protected health information. Your request to correct your protected health information must be in writing and provide a reason to support your requested correction. Better Together Psychological Services, LLC may deny your request, in whole or part, if it finds the protected health information:

- It was not created by Better Together Psychological Services, LLC.
- Is not protected health information.
- Is by law not available for your inspection.
- Is accurate and complete.

If your correction is accepted, Better Together Psychological Services, LLC will make the correction and tell you and others who need to know about the correction. If your request is denied, you may send a letter detailing the reason you disagree with the decision. Better Together Psychological Services, LLC may respond to your letter in writing. You also may file a complaint, as described below in the section titled Complaints.

You have the right to receive a summary of certain disclosures Better Together Psychological Services, LLC may have made of your protected health information. This summary does not include:

- Disclosures made to you.
- Disclosures to individuals involved with your care.
- Disclosures authorized by you.
- Disclosures made to carry out treatment, payment, and health care operations.
- Disclosures for public health.
- Disclosures to health professional regulatory purposes.
- Disclosures to report abuse of children, adults, or the disabled.
- Disclosures prior to April 14, 2003.

This summary does include disclosures made for:

- Purposes of research, other than those you authorized in writing.
- Responses to court orders, subpoenas, or warrants.

You may request a summary for not more than a 6-year period from the date of your request.

If you received this Notice of Privacy Practices electronically, you have the right to a paper copy upon request. Better Together Psychological Services, LLC may mail or call you with health care appointment reminders.

BETTER TOGETHER PSYCHOLOGICAL SERVICES, LLC DUTIES

Better Together Psychological Services, LLC is required by law to maintain the privacy of your protected health information. This Notice of Privacy Practices tells you how your protected health information may be used and how Better Together Psychological Services, LLC keeps your information private and confidential. This notice explains the legal duties and practices relating to your protected health information. Better Together Psychological Services, LLC has the responsibility to notify you following a breach of your unsecured protected health information.

As part of Better Together Psychological Services, LLC's legal duties, this Notice of Privacy Practices must be given to you. Better Together Psychological Services, LLC is required to follow the terms of the Notice of Privacy Practices currently in effect.

Better Together Psychological Services, LLC may change the terms of its notice. The change, if made, will be effective for all protected health information that it maintains. New or revised notices of privacy practices will be posted on the Better Together Psychological Services, LLC website at www.btpsychservices.com and will be available by email. Also available are additional documents that further explain your rights to inspect, copy, and amend your protected health information.

COMPLAINTS

If you believe your privacy health rights have been violated, you may file a complaint with the Secretary of the U.S. Department of Health and Human Services at 200 Independence Avenue, S.W./ Washington, D.C. 20201/ telephone 202-619-0257 or toll-free 877-696-6775.

The complaint must be in writing, describe the acts or omissions that you believe violate your privacy rights, and be filed within 180 days of when you knew or should have known that the act or omission occurred. Better Together Psychological Services, LLC will not retaliate against you for filing a complaint.

FOR FURTHER INFORMATION

Requests for further information about the matters covered by this notice may be directed to the person who gave you the notice, to the director or administrator of Better Together Psychological Services, LLC facility where you received the notice.

EFFECTIVE DATE

This Notice of Privacy Practices is adequate beginning September 15, 2023, and shall be in effect until a new Notice of Privacy Practices is approved and posted.

REFERENCES

“Standards for the Privacy of Individually Identifiable Health Information; Final Rule.” 45 CFR Parts 160 through 164. Federal Register 65, no. 250 (December 28, 2000). “Standards for the Privacy of Individually Identifiable Health Information; Final Rule” 45 CFR Part 160 through 164. Federal Register, Volume 67 (August 14, 2002).

HHS, Modifications to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information and Nondiscrimination Act; Other Modifications to the HIPAA Rules, 78 Fed. Reg. 5566 (Jan. 25, 2013).