

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. This notice was effective as of February 1, 2016 .

What do we mean when we use the words “health information”¹

We use the words “health information” when we mean information that identifies you.

Examples include:

- Your name
- Your date of birth
- Health care you received
- Amounts paid for your care

How we use and share your health information

Help take care of you: We may use your health information to help with your health care. We also use it to decide what services your benefits cover. We may tell you about services you can get. This could be checkups or medical tests. We may also remind you of appointments. We may share your health information with other people who give you care. This could be doctors or drug stores. If you’re no longer with our plan, with your permission, we can give your health information to your new doctor .

Family and friends: We may share your health information with someone who is helping you. They may be helping with your care or helping pay for your care. For example, if you have an accident, we may need to talk with one of these people. If you don’t want us to give out your health information, call us.

If you’re under eighteen and don’t want us to give your health information to your parents, call us. We can help in some cases if allowed by state law.

For payment: We may give your health information to others who pay for your care. Your doctor must give us a claim form that includes your health information. We may also use your health information to look at the care your doctor gives you. We can also check your use of health services.

Health care operations: We may use your health information to help us do our job.

For example, we may use your health information for:

- Health promotion
- Care management
- Quality improvement
- Fraud prevention
- Disease prevention
- Legal matters

A Care Manager may work with your doctor. They may tell you about programs or places that can help you with your health problem. When you call us with questions we need to look at your health information to give you answers.

¹ For purposes of this notice, “Aetna” and the pronouns “we,” “us” and “our” refer to all the HMO and licensed insurer subsidiaries of Aetna Inc. These entities have been designated as a single affiliated covered entity for federal privacy purposes .

Race/Ethnicity, Language, Sexual Orientation and Gender Identify Data

We may get information related to your race, ethnicity, language, sexual orientation, and gender identity. We protect this information as described in this notice. We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Create health education information
- Let the doctors know about your language needs
- Address health care disparities
- Let member facing staff and doctors know about your pronouns

We do not use this information to:

- Determine benefits
- Pay claims
- Determine your cost or eligibility for benefits
- Discriminate against members for any reason
- Determine health care or administrative service availability or access

Sharing with other businesses

We may share your health information with other businesses. We do this for the reasons we explained above. For example, you may have transportation covered in your plan. We may share your health information with them to help you get to the doctor's office. We'll tell them if you are in a motorized wheelchair, so they send a van instead of a car to pick you up.

Other reasons we might share your health information

We also may share your health information for these reasons:

- **Public safety** - To help with things like child abuse, threats to public health .
- **Research** - To researchers, after care is taken to protect your information.
- **Business partners** - To people that provide services to us, they promise to keep your information safe.
- **Industry regulation** - To state and federal agencies, they check us to make sure we are doing a good job .
- **Law enforcement** - To federal, state, and local enforcement people.
- **Legal actions** - To courts for a lawsuit or legal matter.

Reasons that we'll need your written okay

Except for what we explained above, we'll ask for your okay before using or sharing your health information. For example, we'll get your okay:

- For marketing reasons that have nothing to do with your health plan.
- Before sharing any psychotherapy notes .

- For the sale of your health information.
- For other reasons as required by law.

You can cancel your okay at any time. To cancel your okay, write to us. We can't use or share your genetic information when we make the decision to provide you health care insurance.

What are your rights?

You have the right to look at your health information.

- You can ask us for a copy.
- You can ask for your medical records. Call your doctor's office or the place where you were treated.

You have the right to ask us to change your health information.

- You can ask us to change your health information if you think it's not right.
- If we don't agree with the change you asked for, ask us to file a written statement of disagreement.

You have the right to get a list of people or groups that we have shared your health information with.

- You have the right to ask for a private way to be in touch with you.
- If you think the way we keep in touch with you is not private enough, call us.
- We will do our best to be in touch with you in a way that is more private.

You have the right to ask for special care in how we use or share your health information.

- We may use or share your health information in the ways we describe in this notice.
- You can ask us not to use or share your information in these ways. This includes sharing with people involved in your health care.
- We don't have to agree but we'll think about it carefully.

You have the right to know if your health information was shared without your okay.

- We'll tell you if we do this in a letter.

Call us toll free at **1-855-300-5528** (TTY users dial **711**, TDD users dial **1-800-627-4702**) to:

- Ask us to do any of the things above.
- Ask us for a paper copy of this notice.
- Ask us any questions about the notice.

You also have the right to send us a complaint. If you think your rights were violated, write to us at:

Aetna Better Health

Attention: Complaint and Appeal Department
9900 Corporate Campus Drive
Suite 1000
Louisville, KY 40223

You also can file a complaint with the Department of Health and Human Services, Office of Civil Rights. Call us to get the address.

If you're unhappy and tell the Office of Civil Rights, you will not lose plan membership or health care services. We won't use your complaint against you. We'll never punish or discriminate against you or your provider or take any negative action against you because you filed any kind of appeal, State Fair Hearing, or complaint.

Protecting your information

We protect your health information with specific procedures, such as:

- **Administrative.** We have rules that tell us how to use your health information no matter what form it is in-written, oral, or electronic.
- **Physical.** Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry.
- **Technical.** Access to your health information is “role-based.” This allows only those who need to do their job and give care to you to have access .

We follow all state and federal laws for the protection of your health information.

If we change this notice

By law, we must keep your health information private. We must follow what we say in this notice.

We also have the right to change this notice . If we change this notice, the changes apply to all of your information we have or will get in the future. You can get a copy of the most recent notice on our web site at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/BetterHealth.com/Kentucky)** .

Discrimination is Against the Law

Aetna Better Health of Kentucky complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna Better Health of Kentucky] does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of Kentucky provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Aetna Better Health of Kentucky also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the EEO/Civil Rights Compliance Branch.

If you believe that **Aetna Better Health of Kentucky** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

EEO/Civil Rights Compliance Branch

Cabinet for Health and Family Services
Office of Human Resource Management
275 E. Main St, Mail Stop 5C-D
Frankfort, KY 40621
Telephone: **1-502-564-7770**
Fax: **1-502-564-3129**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the EEO/Civil Rights Compliance Branch is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW
Room 509F
HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).]

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 [1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).]

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1- 855-300- 5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711) (رقم هاتف الصم والبكم)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711) 번으로 전화해 주십시오.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711)

ध्यान दनिहोस: तपारइंले नेपाली बोलनुहुन्छ भने तपारइंको नमित्तिभाषा सहायता सेवाहरूनःशिल्क रूपमा उपलब्ध छ । फोन गरनुहोस् (टटिवाइ: 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, Ni argama. Bilbilaa 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570; 1-800-635-2570 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (телетайп: TTY:711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona-1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite (TTY-711) Telefon za osobe sa oštećenim governor ili sluhom: 1- 855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-855-300-5528; 1-855-690-7784; 1-855-852-7005; 1-800-578-0603; 1-877-389-9457; 1-800-635-2570 (TTY: 711)まで、お電話にてご連絡ください。