



Your Information.

Your Rights.

Our Responsibilities.

This notice describes how personally identifiable information (PII) may be used and disclosed by the Department of Health and Human Services, Division of Medicaid and Long-Term Care and how you can access this information.

Please review it carefully.

Your Rights

Personally Identifiable Information (PII) is any information about you, maintained by us, including (1) any information that can be used to distinguish or trace your identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information linked or linkable to your identity, such as medical, educational, financial, and employment information. When it comes to your PII, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

Get a copy of your personally identifiable information (PII)

- You can ask to see or get a copy of your PII and other health information we have about you. For access to your PII, please contact the Privacy Official using the contact information at the end of this Notice.
- We will provide a copy or a summary of your PII, usually within 30 days of your request. This does not include psychotherapy notes that are protected by law. We may charge a reasonable, cost-based fee.

Ask us to correct your PII

- You can ask us to correct your PII if you think it is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we will tell you why in writing within 30 days.

Request confidential communications

- You can request a specific contact method, (for example, home or office phone), or to send mail to a different address.
- We will say "yes" to all reasonable requests.

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Your Rights *continued*

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times your personally identifiable information (PII) has been disclosed, up to six years prior to the date you request the list.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting each year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.

Choose someone to act for you

- If you have given someone medical power of attorney, or if someone is your legal guardian, those persons can act on your behalf to exercise your rights and make choices about your health information.
- We will confirm the person has the legal authority to act on your behalf before we take any action.

File a complaint if you feel your rights are violated

- If you feel your rights have been violated, contact the Privacy Official using the contact information provided on the last page.
- You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain personally identifiable information (PII), you can communicate how you would like your information shared, and who you would like your information shared with. If you have a clear preference for how we share your information in specific situations, talk to us.

Our Uses and Disclosures

How do we typically use or share your personally identifiable information (PII)?

We typically use or share your PII in the following ways.

Help manage the health care treatment you receive

- We can use your PII and share it with professionals who are treating you.

Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

Run our organization

- We can use and disclose your PII to run our organization, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Pay for your health services

- We can use and disclose your PII as necessary to pay for your health services provided to you.

Example: We may need to share information about you with providers to coordinate payment for your medical services.

Administer your managed care benefits

- We may disclose your PII to your managed care entity for plan administration.

Example: Your enrollment in managed care must be completed through the sharing of certain PII elements.

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How else can we use or share your health information? We are allowed or required to share your PII in ways that are connected with administering the Nebraska Medicaid program. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Comply with the law

- We will share information about you if State or Federal laws require it, including with the U.S. Department of Health and Human Services to confirm we are complying with Federal privacy law.

Apply for Nebraska Medicaid

- If you are applying for Nebraska Medicaid benefits, we must check your immigration status with the U.S. Citizenship and Immigration Services (USCIS).

Join a managed care plan

- If you are joining a new managed care plan, we can share your information with the plan for reasons such as enrollment, care coordination, and to ensure you receive services on time.

Administer our programs

- We can share your information with our contractors and agents who help us administer our programs.

Comply with special laws

- There are special laws protecting health information such as mental health services, treatment for substance use disorders, and HIV/AIDS testing and treatment. We will obey these laws when they are stricter than this notice.

Our Responsibilities

- We are required by law to maintain the privacy and security of your PII.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your PII.
- We must provide you with a copy of this notice, and follow the duties and privacy practices outlined in this notice.
- Our use and dissemination of your PII is limited those instances that have been outlined in this notice. If you have provided us written authorization to use or share your PII more broadly than what is outlined in this notice, our use and dissemination of your PII will be limited by the written authorization. If you have provided us written authorization to share your PII more broadly than what is permitted by this notice, you may change your mind by revoking your authorization. Revocation of an authorization should be provided in writing to the Privacy Officer at the address located at the end of this Notice.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all of your stored information. The new notice will be available upon request by mail, in our offices, and on our web site.

This Notice of Privacy Practices applies to the following organizations.

- This notice applies to Nebraska DHHS Division of Medicaid and Long-Term Care (MLTC), please visit our website at dhhs.ne.gov/Pages/medicaid-and-long-term-care.aspx.

For More Information

Please contact us to request a copy of this notice in other languages, or to get a copy in another format, such as large print or Braille.

We do not have full copies of your medical records. If you want to look at, get a copy of, or change your medical records, please contact your health care provider or health plan first.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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