

NOTICE OF PRIVACY PRACTICES

This notice explains how your health information may be used or shared and what your rights are. It covers:

- How we use and share your health info.
- Your rights and how to use them.
- How to report a problem if you think your privacy was violated.

You have a right to a copy of this notice, in paper or electronic form, and to discuss it with OnPoint by calling the Privacy Officer at 1-877-608-3568 or TTY: 269-686-5313.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a preference, just let us know—and we'll follow your wishes. For example, you can choose to let us share your info with family, friends, or others involved in your care, including emergencies or disasters. If you can't tell us what you want (like if you're unconscious), we may share your info if it helps you or protects someone's safety.

We will never share your information for marketing. We may contact you for fundraising, but you can ask us not to contact you or not to use your information for that purpose.

SUD HEALTH RECORDS

If you have a Substance Use Disorder (SUD), you have extra privacy rights:

- You can sign a form to allow us to use or share your information for treatment, payment, or care coordination.
- You can also choose who can see your information—and you can cancel your consent at any time.

In legal cases:

- Your records won't be used in court unless you agree in writing or a judge orders it.
- You'll be told before records are shared, and both you and OnPoint can speak to the court.
- A judge must give a court order along with a subpoena or legal request.

Without your consent, your info may still be shared if:

- You are in a medical emergency and can't give consent. Only medical or emergency professionals (like EMTs) will receive relevant/necessary information.
- It's for approved research.
- It's for audits or evaluations.
- It's required by public health laws.
- A judge orders it.

Note: If we share your info with another provider for your care, they must also follow privacy laws.

Our Privacy Promises to You

- We must keep your health information safe and private.
- If there's a security or privacy breach, we'll notify you within 60 days.
- We'll follow the rules in this notice and give you a copy.
- We won't share your info unless you say we can in writing—and you can change your mind any time by telling us in writing.
- When it comes to substance use treatment, we follow the strictest laws to protect your privacy.

Oversight and Governing Laws

Our agency gets funding from the state and federal government, so we follow their rules. We are regularly checked by groups like the Office of Inspector General and CARE. They do audits, inspections, and reviews to make sure we meet standards.

We also follow laws that protect you like:

- The Michigan Mental Health Code
- HIPAA (Health Insurance Portability and Accountability Act)
- ACA (Affordable Care Act)
- 42 CFR Part 2 (for substance use disorder records)

Questions or Need to Contact Us?

Address

540 Jenner Drive
Allegan, MI 49010

Phone: 269-673-6617

Toll-Free: 1-877-608-3568

TTY: 269-686-5313

FAX: 269-673-2738



OnPointAllegan.org



Caring for Allegan County

Your Information.
Your Rights.
Our Responsibilities.



YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you. You have a right to:

Get Your Records: You can ask for a paper or electronic copy of your medical or claims records. We'll usually get it to you within 30 days. There may be a small fee.

Fix Your Records: Think something in your health record is wrong or missing? You can ask us to fix it. We might say “no,” but we'll tell you why in writing within 60 days.

Private Communication: Want us to contact you a certain way or send mail somewhere else? Just ask! We'll consider all reasonable requests and must say “yes” if you tell us you would be in danger if we do not.

Limit Sharing: You can ask us **not** to use or share certain health information for treatment, payment, or operations. We aren't required to agree to your request. We may say “no” if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.

Who We've Shared With: You can ask for a list of who we've shared your health info with over the last 6 years (not including care, billing, or some other cases). One free list per year—there may be a fee for more.

Privacy Notice Copy: Need another copy of this privacy notice? Just ask—we'll give it to you, even if you already got one electronically.

Pick Someone to Act for You: If you have a legal guardian, have given someone power of attorney, or authorized someone to act on your behalf, they can make decisions about your health information. We'll confirm their authority before acting.

File a Complaint: You have the right to file a complaint concerning a violation of the privacy or security of your health information, or of your rights concerning your information. If you believe your rights have been violated, you may file a complaint with OnPoint by contacting:

OnPoint Privacy Officer
540 Jenner Drive, Allegan, MI 49010
Toll-Free Phone: 1-877-608-3568
TTY: 269-686-5313
Email: cofficer@onpointallegan.org

OR with the federal government by contacting:

Office of Civil Rights, Department of Health and Human Services
200 Independence Ave., SW
Washington, DC 20201
Phone: 1-877-696-6775
TTY: 886-788-4989
Email: ocrcomplaint@hhs.gov

or by visiting:
hhs.gov/ocr/privacy/hipaa/complaints/

We will not retaliate against you for filing a complaint.

HOW WE SHARE YOUR HEALTH INFORMATION

To support your care, we may need to share your mental or physical health information—including alcohol or drug use—with other people or agencies. Below are some ways we can do this without needing your permission.

- Help plan your care or remind you about appointments.
- Improve how we run and manage our programs and services.
- Bill network providers, Medicaid, or your insurance for services you receive.

Other Ways We May Share Your Info: Sometimes we're allowed or required to share your information for public health and research. The law has rules we must follow before doing this. Visit hhs.gov/hipaa/for-individuals to learn all the policies, procedures, and rules. In general, we may share your health information for:

- Decedent Information or Research
- Work with a Medical Examiner/Funeral Director
- Address Workers' Compensation, Law Enforcement or government requests
- Privacy Breaches
- Incidental Disclosures (Unintentional disclosures that may occur despite safeguards (ie> non-soundproof office)).

Fact Sheet 42 CFR Part 2 Final Rule is also available for a full review at:

hhs.gov/hipaa/for-professionals/regulatory-initiatives/fact-sheet-42-cfr-part-2-final-rule

INFORMATION WE MUST SHARE BY LAW

We must share your information when the law says we have to—federal, state, or local. This includes:

Follow the Law: We will share your info if state or federal law says we must. This includes showing the government we're following privacy rules.

Police & Safety: We may give info to help find a missing person, suspect, or witness, or if there's a crime on our property.

Legal Matters: We can share your info if a court orders us to or if we get a subpoena (a legal request for records). (Note: Different rules apply for substance use records.)

Public Health & Safety: We may share your info to stop the spread of disease, product recalls, bad reactions to medicine, report abuse/neglect, or to prevent or reduce serious harm to others.

National Security: If needed for national security, we may have to share certain information or details.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, posted in each of our offices, and on our web site.