

Notice of Privacy Practices

Effective 01/01/2013

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED & DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW CAREFULLY.

Routine Uses and Disclosures

eSolutions routinely uses and discloses protected health information (PHI) as needed to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment activities, claim adjudication and conducting or arranging for other business activities. We will share PHI with third-party business associates that perform various activities (for example, print & mail services) for our company. Whenever an arrangement between our office and a business associate involves the use or disclosure of your PHI, we will have a written contract with them that contains terms to protect the privacy of your PHI.

Other Uses and Disclosures

Besides routine operations, eSolutions may also disclose PHI for the following purposes when necessary:

- For public health activities and health oversight activities
- For judicial and administrative proceedings
- For law enforcement purposes
- In any other situation where disclosure is required by law
- For whistleblower purposes, to substantiate claims against eSolutions for conduct that may be unlawful or unethical

eSolutions will not use or disclose PHI for any impermissible purpose.

Access to PHI

You cannot access your health information directly through eSolutions. For access to PHI, you should contact the healthcare provider to whom the information was disclosed.

Accounting of Disclosures

You have a right, upon request, to an accounting of the non-routine disclosures that eSolutions makes of your health information, limited to a six-year history.

eSolutions' Legal Obligations

eSolutions is required by law to maintain the privacy of PHI and to abide by the terms of this Notice of Privacy Practices.

Right to Change Notice

eSolutions reserves the right to change the terms of this Notice & to make the new Notice provisions effective for all PHI that it maintains after the effective date of the Notice.

Complaints to eSolutions.

You may complain to us or to the Secretary of Health and Human Services if you believe that we have violated your privacy rights. You may also file a complaint with us by notifying our Privacy Officer of your complaint. We will not retaliate against you for filing a complaint.

Contact for Further Information

You may contact our Privacy Officer, Rachael Phillips, at 866.233.4726 for further information.