

## Your rights regarding your Protected Health Information:

You and your children have the following rights with respect to your Protected Health Information:

- To inspect or obtain a copy of your Protected Health Information maintained by Healthy Kids. Please note that Healthy Kids may not be able to provide Protected Health Information that is part of ongoing litigation, including psychotherapy notes, or is otherwise excluded from disclosure by law. Healthy Kids may charge a processing fee. You also have the right to obtain a copy of your child's health records from your child's medical providers (primary care doctor, dentist, health plan, or pharmacy, etc.).
- To request that Healthy Kids amend health information that is wrong or incomplete.
- To change your address or phone number if contacting you at your present address or phone number would endanger you or your children.
- To request another copy of this notice. (This notice is also posted on the Healthy Kids website at [www.healthykids.org](http://www.healthykids.org).)
- To request we limit the use and disclosure of your Protected Health Information. (Based on statutory guidelines, Healthy Kids may not be required to agree to your request.)
- To request a record of where Healthy Kids has disclosed your Protected Health Information. This record may not include disclosures for treatment, payment, and health care operations; disclosures that you authorized; or other disclosures if permitted by law. There is no fee for one such request per year. There may be a charge for more frequent requests. Your request may include disclosures going back as far as eight years.

## How to exercise your rights regarding your Protected Health Information disclosures:

If you have questions, or wish to make a request regarding the Protected Health Information that Healthy Kids currently maintains on your children,

or would like another copy of this notice, please call the Healthy Kids' Privacy Office toll-free at 1-888-352-5437. Healthy Kids may ask you to send your request in writing to the Privacy Office's address below.

### How to file a complaint:

If you believe your privacy rights have been violated, you may send your written complaint to the Privacy Office located at: Florida Healthy Kids Corporation, Attention: Privacy Office, P.O. Box 980, Tallahassee, FL 32302-0980; telephone toll-free 1-888-352-5437. No retaliatory conduct will result from any complaint.

You may also file a complaint with the Secretary of the Department of Health and Human Services located at 200 Independence Avenue, SW, Washington D.C., 20201, telephone toll-free 1-800-368-1019.

### Our privacy policies are subject to change:

Federal law also requires Healthy Kids to provide you, as head of household, with this notice, and for Healthy Kids to abide by the terms of this notice. This notice is effective on April 14, 2003. Healthy Kids has the right to change the terms of this notice and our privacy policies and practices at any time. Any changes to our policies and procedures will apply to all Protected Health Information that Healthy Kids possesses at the time of the change. If Healthy Kids makes a material change to our privacy policies and practices, Healthy Kids will send a revised copy of the notice to you within 60 days of the change. Healthy Kids will also post a new notice on our website at [www.healthykids.org](http://www.healthykids.org).

#### Privacy Office

Florida Healthy Kids Corporation  
Attention: Privacy Office  
661 E. Jefferson Street, 2<sup>nd</sup> Floor  
Tallahassee, FL 32311

**Si usted prefiere recibir su correspondencia en español, por favor llámenos al 1-800-821-KIDS (5437). Esta llamada es sin cargo.**

**Si w prefere resewva enfòmasyon sa an kréyol, tanpri rélé nou nan 1-800-821-KIDS (5437). Koutfil sa a gratis.**

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# FLORIDA HEALTHY KIDS CORPORATION

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## NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU AND THE CHILDREN ON YOUR KIDCARE ACCOUNT MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.  
(NO RESPONSE IS NEEDED.)

### Why you are receiving this notice:

The Florida Healthy Kids Corporation ("Healthy Kids") is committed to protecting your and your children's ("your") private Florida KidCare health information. This notice explains the Healthy Kids' corporate privacy practices, describes how Healthy Kids may disclose and use your health information, and how you may access your health information. Federal and state laws require Healthy Kids to protect certain health information. Healthy Kids processes and maintains your health information for three main purposes:

- To determine potential eligibility for KidCare Medicaid, and

- To determine eligibility for the other Florida KidCare programs (Healthy Kids, MediKids and the Children's Medical Services Network or CMSN), and to provide account maintenance for those families whose children are found eligible, and
- To administer the Healthy Kids program.

### Who receives this notice:

At least once every three years, Healthy Kids will provide this notice to every family that has submitted a Florida KidCare application.

### What is Protected Health Information?

In general, Protected Health Information is identifiable information about you that concerns your children's past, present or future eligibility and enrollment into a Florida KidCare program, payment of Florida KidCare premiums, and medical, dental and behavioral treatment.

### How Healthy Kids uses and discloses Protected Health Information:

Healthy Kids and its business associates use your Protected Health Information for treatment, payment, or health care operations. These activities include enrolling your children into Florida KidCare programs, collecting and paying your children's health insurance premiums, administering the Healthy Kids program, ensuring that the Healthy Kids health plans provide the highest quality health care required, and conducting research on child health insurance programs.

### Examples of how Healthy Kids uses your health information:

- We use your Florida KidCare application answers regarding your children's medical condition and ages to determine the appropriate Florida KidCare program for your child.
- We may share your application answers with other Florida KidCare programs so they can accurately determine medical eligibility for special health care programs.
- We may share your financial information with the Department of Children and Families so it can accurately determine financial eligibility

for Florida KidCare Medicaid.

- We may share your information with Healthy Kids health plans and other Florida KidCare programs for enrollment and disenrollment purposes.
- We may share your child's medical, behavioral and dental records to review the quality of care provided.
- We may send you Well-Care Check-Up reminders, and provide information to a company to call and let you know how to access services.
- We may use your child's medical, dental and behavioral information to process grievances or complaints.
- We may review your children's medical, dental and behavioral health care bills to determine if you qualify for a release from premium payments.
- We may review health insurance enrollment and coverage information from other Florida KidCare program providers or other insurers to confirm your children's eligibility for coverage, and for coordination of benefits.
- We may share your health information to gather statistics and data for use in shaping public policy and improving program functions (such as eligibility determinations and enrollment processing).
- We may share health information with our board of directors and associated third parties relative to dispute resolutions, complaints, and actuarial analysis.
- We may share information with financial partners who may be responsible for the premium payments for your children under Healthy Kids and the other Florida KidCare programs.

Each company and agency that reviews your information is also required by law to keep it private.

### Healthy Kids may also use and disclose Protected Health Information as permitted by law, which may include the following disclosures:

- To other Florida KidCare programs or government agencies that provide public benefits or determine Florida KidCare eligibility and compliance.

- For health oversight, such as inspections, audits, reviews, investigations and reporting in order to ensure compliance with federal, state, and local law.
- For public health, such as disaster relief or disease control.
- When a law requires that we report information about suspected abuse, neglect, or domestic violence.
- To avert a serious threat to the health or safety of an individual or the public.
- Where disclosure is required by federal, state or local law, or judicial proceedings. For example, in response to a court order, subpoena, or other legal process, or in relation to a fraud investigation, or to a correctional institution or Juvenile Justice facility that has your children in custody.
- To conduct research of services and reporting for the enhancement of the Healthy Kids and Florida KidCare programs.
- To the federal government for national security, protective services, military, or veterans activities.
- To coroners, medical examiners, and funeral directors; and for organ donations.

To your family or other persons who are involved in your children's medical care. (You have the right to object to disclosing this information).

### Disclosure of your Healthy Kids and Florida KidCare Protected Health Information to other parties or for other reasons:

As a general rule, disclosure of Protected Health Information other than for treatment, payment, or operational uses described above requires your written consent. To authorize Healthy Kids to provide this disclosure, contact Healthy Kids by calling toll-free 1-800-821-KIDS (5437), and ask for an authorization form to release Protected Health Information. The Healthy Kids Privacy Office will assist you with the information needed to authorize disclosure. If you cannot give your authorization due to an emergency, we may release your health information if it appears to be in your best interest. You may cancel your authorization at any time by writing to our Privacy Office at the address listed below.