


<p>DEPARTMENT: Compliance</p> <p>POLICY TITLE: CMP15 Notice to Patients Related to Health Information Practices (NPP)</p>	 <p>Arizona Priority Care™ <i>One Goal. One Priority. Your Healthcare.</i></p>	
<p>REVIEWED BY: AZPC Compliance Officer</p>	<p>REVIEW DATE: 11/08/2019</p>	<p>EFFECTIVE DATE: 12/01/2019</p>
<p>APPROVED BY: Compliance Committee</p>	<p>APPROVAL DATE: 11/11/2019</p>	

PURPOSE:

To ensure that patients are provided with adequate notice of the uses and disclosures of protected health information that may be made by Arizona Priority Care (AZPC), and of the individual’s rights and Covered Entity’s responsibilities with respect to protected health information.

POLICY:

It is AZPC’s policy to provide all patients with a Notice of Health Information Practice (Notice of Privacy Practices/NPP); and will post this notice in a clear and prominent location, and will make this notice available electronically through the web site. AZPC will make a good faith effort to obtain written acknowledgement of receipt of this notice.

Note: AZPC does not currently have any clinics open where patients are seen for medical or behavioral healthcare in Arizona.

PROCEDURE:

1. The Notice of Privacy Practices describes how medical information may be used and disclosed and how patients can obtain access to this information. The NPP also explains the patient’s rights, including how to contact the organization and how to file complaints (see AZPC’s Notice of Privacy Practices).
2. The Notice of Privacy Practices will be provided to all new patients during the New Patient Registration process and no later than the date of the patient’s first service delivery. The patient may request another copy at any time. The signed formed will be placed in the medical record with other registration forms, or forwarded to Health Information Management for filing into the medical record. AZPC will periodically conduct chart audits to ensure compliance with the DHHS requirements.
3. Schedulers should ask the patients if they have previously signed this notice. The notice should not be signed on subsequent visits.
4. These procedures will also be followed for patients presenting for the first time to AZPC’s clinics. The Notice will remain with these records .The patient may be given either a copy or an unsigned form to take home.

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5. This notice will be posted in the main waiting room areas, and electronically on AZPC's websites.
6. The Notice of Privacy Practices contains information regarding where to file complaints and who to contact for further information:
 - a. Complaints may be directed to:
 - i. The Heritage Provider Corporate Compliance Officer:
 1. Mail: 43839 15th Street West, Lancaster, CA 93534, Attention: Privacy/Compliance Officer
 2. Phone: (855) 682-4127
 - ii. AZPC Compliance Officer and/or Privacy Officer
 - iii. The U.S. Department of Health and Human Services Office of Civil Rights
 1. Mail: Office for Civil Rights, DHHS, 90 7th Street, Suite 4-100, San Francisco, CA 94103
 2. Phone: (415) 437-8310; (415) 437-8311 (TDD)
 3. Fax: (415) 437-8329
 4. Website: <http://www.hhs.gov/ocr/privacy/hipaa/complaints/>
 - b. Questions and further information may be directed to the HPN or AZPC Compliance Officers and/or to HPN's Privacy Officers.
7. The Compliance Officer and/or Privacy Officer will document any complaints received and conduct an investigation to determine further mitigation (refer to HPN's Actions to Mitigate Breach Risk policy). The Compliance Officer and Privacy Officer will follow-up with the complainant to address and resolve the complaint.
8. AZPC shall not retaliate against anyone who files a complaint.

DEFINITIONS:

None

REFERENCES:

Heritage Provider Network Policies
HIPAA Privacy Rules and Regulations
45 CFR 164.520

APPENDICES:

None

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DOCUMENT REVISION LOG

Date	Document Modification (including deletions)	Page(s)	Location
11/2019	Converted to AZPC template	All	All