

Richard A. Oppenlander, DDS Privacy Practices

This Notice describes how medical information about you may be used and disclosed and how you may obtain access to this information. Please review it carefully.

Use and Disclosure of Health Information

The office of Richard A. Oppenlander, DDS may use your health information, that is, information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provision of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), for purposes of making or obtaining payment for your care and conducting health care operations. The office of Richard A. Oppenlander, DDS has established a policy to guard against unnecessary disclosure of your health information.

THE FOLLOWING IS A SUMMARY OF THE CIRCUMSTANCES UNDER WHICH AND PURPOSES FOR WHICH YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED:

To Make or Obtain Payment.

The office of Richard A. Oppenlander, DDS may use or disclose your health information to make payment to or collect payment from third parties, such as other health plans or providers, for the care you receive. For example, the office of Richard A. Oppenlander, DDS may provide information regarding your coverage or health care treatment to other health plans to coordinate payment of benefits.

To Conduct Health Care Operations.

The office of Richard A. Oppenlander, DDS may use or disclose health information for its own operations to facilitate the administration of the practice and as necessary to provide coverage and services to all of the practice's patients. Health care operations includes such activities as:

- Quality assessment and improvement activities.
- Activities designed to improve health or reduce health care costs.
- Clinical guideline and protocol development, case management and care coordination.
- Contacting health care providers and participants with information about treatment alternatives and other related functions.
- Health care professional competence or qualifications review and performance evaluation.
- Accreditation, certification, licensing or credentialing activities.
- Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs.
- Business planning and development including cost management and planning related analyses and formulary development.
- Business management and general administrative activities of the Health Plan, including customer service and resolution of internal grievances.

For example, the office may use your health information to conduct case management, quality improvement and utilization review, and provider credentialing activities or to engage in customer service and grievance resolution activities.

For Treatment Alternatives.

The office of Richard A. Oppenlander, DDS may use and disclose your health information to tell you, about or recommend possible treatment options or alternatives that may be of interest to you.

For Distribution of Health-Related Benefits and Services.

The office of Richard A. Oppenlander, DDS may use or disclose your health information to provide to you information on health-related benefits and services that may be of interest to you.

To Individuals Involved in Your Care or Payment for Your Care.

The office of Richard A. Oppenlander, DDS may release medical information about you to a friend or family member who is involved in your medical care. The office of Richard A. Oppenlander, DDS may also give information to someone who helps pay for your care.

When Legally Required.

The office of Richard A. Oppenlander, DDS will disclose your health information when it is required to do so by any federal, state or local law.

Authorization to Use or Disclose Health Information

Other than as stated above, the office of Richard A. Oppenlander, DDS will not disclose your health information other than with your written authorization. If you authorize the office to use or disclose your health information, you may revoke that authorization in writing at any time.

Your Rights With Respect to Your Health Information

You have the following rights regarding your health information that the office maintains:

Right to Request Restrictions.

You may request restrictions on certain uses and disclosures of your health information. You have the right to request a limit on the disclosure of your health information to someone involved in the payment of your care. However, the office of Richard A. Oppenlander, DDS is not required to agree to your request. If you wish to make a request for restrictions, please make your request in writing.

Right to Receive Confidential Communications.

You have the right to request that the office of Richard A. Oppenlander, DDS communicate with you in a certain way if you feel the disclosure of your health information could endanger you. For example, you may ask that the office of Richard A. Oppenlander, DDS only communicate with you at a certain telephone number or by email. If you wish to receive confidential communications, please make your request in writing. The office of Richard A. Oppenlander, DDS will attempt to honor your reasonable requests for confidential communications.

Right to Inspect and Copy Your Health Information.

You have the right to inspect and receive a copy your health information. If you request a copy of your health information, the office of Richard A. Oppenlander, DDS may charge a reasonable fee for copying, assembling costs and postage, if applicable, associated with your request.

Right to a Paper Copy of this Notice.

You have a right to request and receive a paper copy of this Notice at any time, even if you have received this Notice previously or agreed to receive the Notice electronically. To obtain a paper copy, please contact an Office Manager (see contact information).

Duties of the Health Plan

The office of Richard A. Oppenlander, DDS is required by law to maintain the privacy of your health information as set forth in this Notice and to provide to you this Notice of its duties and privacy practices. The office of Richard A. Oppenlander, DDS is required to abide by the terms of this Notice, which may be amended from time to time. The office reserves the right to change the terms of this Notice and to make the new Notice provisions effective for all health information that it maintains. If office of Richard A. Oppenlander, DDS changes its policies and procedures, the office will revise the Notice and will provide a copy of the revised Notice to you. You have the right to express complaints to the office of Richard A. Oppenlander, DDS if you believe that your privacy rights have been violated. The office of Richard A. Oppenlander, DDS encourages you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.