

Better Path Community Outreach Center LLC

Notice of Privacy Practices

Effective Date: May 30, 2024

OUR COMMITMENT TO YOUR PRIVACY

Better Path Community Outreach Center LLC ("Better Path," "we," "our," or "us") is committed to protecting the privacy and confidentiality of your Protected Health Information (PHI). This Notice of Privacy Practices describes how we may use and disclose your health information, your rights regarding that information, and our legal responsibilities under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), applicable federal regulations, and state law.

Behavioral health and substance use treatment information may receive additional protections under federal law, including **42 CFR Part 2**, when applicable.

Please read this notice carefully.

What Is Protected Health Information (PHI)?

Protected Health Information (PHI) includes information that identifies you and relates to your:

- Physical or mental health condition
- Behavioral health treatment
- Substance use disorder treatment
- Medical history
- Diagnosis
- Treatment plans
- Medications
- Laboratory results
- Billing and payment information
- Insurance information

PHI may exist in paper, electronic, or verbal form.

How We May Use and Disclose Your Health Information

We may use or disclose your PHI without your written authorization for the following purposes:

Treatment

To provide, coordinate, or manage your healthcare and behavioral health services. This may include sharing information with physicians, therapists, psychiatrists, hospitals, pharmacies, laboratories, and other healthcare providers involved in your care.

Payment

To obtain payment for services provided, including submitting claims to insurance companies, Medicaid, Medicare, managed care organizations, or other third-party payers.

Health Care Operations

To support our business operations, including:

- Quality improvement
- Clinical supervision
- Staff training
- Licensing and accreditation
- Audits
- Compliance activities
- Program evaluation

Required by Law

We may disclose PHI when required by federal, state, or local law.

Examples include:

- Court orders
- Public health reporting
- Reporting abuse or neglect
- Certain law enforcement requests
- Preventing a serious threat to health or safety

Uses That Require Your Written Authorization

Except where permitted or required by law, we will obtain your written authorization before using or disclosing your PHI for purposes such as:

- Most disclosures not related to treatment, payment, or operations
- Marketing communications
- Release of records to employers
- Release of information to family members or friends when not otherwise permitted
- Any use or disclosure requiring authorization under HIPAA or 42 CFR Part 2

You may revoke your authorization at any time in writing, except to the extent we have already acted upon it.

Additional Protections for Substance Use Disorder Records

Records related to substance use disorder treatment may be protected by **42 CFR Part 2**, which provides additional confidentiality protections beyond HIPAA.

When applicable, Better Path Community Outreach Center LLC will not disclose substance use disorder treatment records without your written consent unless permitted or required by law.

Your Rights Regarding Your Health Information

You have the right to:

Inspect and Receive Copies of Your Records

You may request access to or copies of your medical and behavioral health records, subject to applicable legal limitations.

Request an Amendment

If you believe information in your record is inaccurate or incomplete, you may request that it be corrected.

Request Restrictions

You may request limitations on how we use or disclose your PHI. While we will consider all requests, we are not required to agree to every requested restriction.

Request Confidential Communications

You may request that we communicate with you in a particular manner or at a particular location.

Receive an Accounting of Disclosures

You may request a list of certain disclosures we have made of your PHI.

Receive a Copy of This Notice

You have the right to receive a paper or electronic copy of this Notice at any time.

File a Complaint

You may file a complaint if you believe your privacy rights have been violated. Filing a complaint will not affect your care or result in retaliation.

Our Responsibilities

Better Path Community Outreach Center LLC is required by law to:

- Maintain the privacy and security of your Protected Health Information.
- Provide you with this Notice of Privacy Practices.
- Follow the terms of this Notice currently in effect.
- Notify you if a breach occurs that compromises the privacy or security of your PHI when required by law.
- Obtain required authorizations before making disclosures not otherwise permitted.

How We Protect Your Information

We maintain administrative, physical, and technical safeguards designed to protect your health information from unauthorized access, use, disclosure, alteration, or destruction. Access to PHI is limited to authorized personnel who require the information to perform their job responsibilities.

Changes to This Notice

We reserve the right to revise this Notice of Privacy Practices at any time. Any revisions will apply to all Protected Health Information maintained by Better Path Community Outreach Center LLC.

The current version of this Notice will always be available on our website and upon request.

Questions or Privacy Concerns

If you have questions about this Notice or wish to exercise your privacy rights, please contact:

Better Path Community Outreach Center LLC

Privacy Officer

2925 Lord Baltimore Drive Ste. 100

Windsor Mill, MD 21244

Phone: (410) 788-3800

Email: info@betterpathcoc.com

Filing a Complaint

If you believe your privacy rights have been violated, you may file a complaint with Better Path Community Outreach Center LLC using the contact information above.

You may also file a complaint with the:

U.S. Department of Health and Human Services

Office for Civil Rights

Filing a complaint will not affect your treatment or result in retaliation.

Acknowledgment

You have the right to receive a copy of this Notice of Privacy Practices. We encourage you to ask questions if you need additional information about how your health information is protected.