

# Summit Pointe - Privacy Policy

## **Treatment**

As is allowable under federal and state law, Summit Pointe may use and/or disclose your personal health information to help us better identify the service/treatment options that best meet your needs. There may be times where it is necessary to obtain as much information as possible from you, your legal guardian, and/or physician to accurately assess and diagnose your health status. Moreover, Summit Pointe utilizes a number of contracted staff or agencies, i.e., F&CS, Starr, Extended Family Services, or Progressive Residential to help meet the needs of the consumers. Thus, Summit Pointe will share your information with our contractual staff to provide you with the best possible service/treatment. We understand that there are times when you may not wish Summit Pointe to discuss certain aspects of your treatment with others. For example, it is Summit Pointe's practice to call you to remind you of your upcoming appointment. You will need to inform us of the most acceptable means of contacting you (telephone, mailed postcard, answering machine).

## **Payment & Healthcare Options**

Moreover, your health information may be used to seek payment from your health plan, Medicaid, or Medicare or from other sources. For example, your health plan may request and receive information on dates of service, the services provided, and medical condition being treated. Your health information may be used as necessary to support our day-to-day activities or operations. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to evaluate service quality and delivery. Daily operations includes, but, is not limited to: State and federal quality review audits, health insurance audits, financial audits, case management peer reviews and medical records audits.

## **Law Enforcement & Public Health Reporting**

Your health information may be disclosed to law enforcement agencies, without your permission, to support federal or state audits and inspections, to support law-enforcement investigations, and to comply with government required reporting. For example, there are times when Summit Pointe may be required by law to release information about you to prevent any harm that you could cause yourself and/or others or in the event of a death. There are instances where the court orders us to release information about you; however, an attempt will be made to contact you before releasing the information.

Your health information may also be disclosed to public health agencies as required by law. For example, we are required to report certain contagious diseases to the public health department.

### **Other Uses & Disclosures**

Disclosure of your health information, or its use for any purpose other than those listed above, requires your specific written authorization. For example, we require that before you are treated, that you sign a form allowing us to treat/provide services to you. If you change your mind after authorizing a use or disclosure of your information you may submit a written revocation of authorization. However, your decision to deny the authorization will not affect or undo any use or disclosure of information that occurred before you notified us in writing.

### **Your Rights**

You have certain rights under the federal privacy standards. These include:

- The right to request that your health information not be used or disclosed.
- The right to receive confidential information about your medical status and treatment.
- The right to inspect and copy your protected health information.
- The right to request that your health information be changed or to have a correction to your medical record made.
- The right to receive an accounting/log of how and to whom your health information has been disclosed.
- The right to receive a printed copy of this notice.

### **Right to Revise Privacy Notice**

As allowed by law, Summit Pointe/Behavioral Health Resources has the right to change our privacy notice. We will provide you with a revised notice on your next office visit and the revision will apply to all health information that we maintain.

### **Request to Inspect Health Information**

We require that all requests to inspect or copy your health information be submitted in writing. You may obtain a form to request access to your records by contacting the Corporate Compliance Officer.

### **Website Security**

Our site has security measures in place to protect the loss, misuse, and alteration of information under our control. We use security protections to help safeguard your information, to help us tailor the website for you, and to make it easier for you to get around on our website, and to offer you product and service information.

### **Complaints**

If you would like to submit a comment or complaint about our privacy practices, you can do so by calling the number listed below, or by sending a letter outlining your concerns to:

*Corporate Compliance Officer*  
140 W. Michigan  
Battle Creek, Mi 49017  
(269) 966-1460 Ext. 1262

*Summit Pointe Customer Satisfaction Hotline*

(866) 721-0390.

*Office of Civil Rights*

U.S. Department of Health and Human Services

233 N. Michigan Ave., Suite 240

Chicago, Ill. 60601

Voice Phone: (312) 886-2359 Fax: (312) 886-1807 TDD: (312) 353-5693

*Joint Commission on Accreditation of Healthcare Organizations*

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

(800) 994-6610