

Unison Health Plan Privacy Policy

This member privacy policy notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

The law says we must help protect our members' privacy. These are the rules that Unison and its affiliates use to do that job. We must follow these rules. We make sure that the providers and everyone else who works with us agree to help protect your privacy and use these rules. We can change our privacy rules. If we do, the new rules will apply to all the information we have about you. If we make changes, we will send you updated information. This notice can also be found on the internet at www.unisonhealthplan.com.

Financial Information

When you join our health plan, we may get information about who you are, where you live and your income. We share that information with the Pennsylvania Insurance Department. We also use it to run our business. We will not share your information with anyone else unless you say we can or the law says we must.

Health Information

We get information about our members' health from providers. When you join one of our health plans, you allow us to use that kind of information. We use it when we pay for and help arrange your health care. We also use it to run our health plans. We will not use your health information to do other things unless you say we can.

How We Use Your Information

We use health information for treatment, payment and health care operations. We use

your information to help arrange your care. We may send appointment reminders for you or your children. We also help with care for members who are hurt, sick or pregnant. We share your information with doctors, hospitals, drugstores and other providers when we pay them for your care. We share information with other companies that also pay for your care. We share your information with various government agencies so they can help with any payment problems.

We tell the Pennsylvania Insurance Department and the Pennsylvania Department of Health about Unison Kids members' health. We can use your information to check how our health plan is doing. We also use it to check on the doctors, hospitals and other providers that work with us. We share your information when we send reports to various government agencies.

We will not share your information with your employer unless you say we can. If you cannot give your O.K., we can get the O.K. from someone who takes care of you or your family.

We may use your health information if the law says we must or we can. We may have to share your information if you are in a lawsuit. We may share your information if there is a serious threat to anyone's health or safety.

Your Privacy Rights

When you join our health plan, you agree that we can use your health information. We use it the way we explained at the time of your enrollment.

Unison Health Plan Privacy Policy (cont.)

You can look at and get copies of the health information that we hold about you. You can give us more information to complete or correct your records. You need to give this information in writing and tell why you want to change the records. You can ask us to change how we use your health information. You need to ask us in writing. We do not have to agree.

We will tell you how and when we shared your health information if you ask. You need to ask for this in writing. You can ask that your health information be sent privately. We can only use your information to do other things if you say we can. You can take back that permission at any time. We will not do anything to punish you if you use your rights, file a complaint or ask us for help with your privacy. You can ask for a separate paper copy of this information and we will send you one.

Complaints About Privacy Issues

Member Services can answer some of your privacy questions. They also take complaints and grievances. You can reach them at 1.800.414.9025. Or you can write to:

**Member Services
Unison Kids
1001 Brinton Road
Pittsburgh, PA 15221**

Please specify the name of the plan in which you are enrolled.

You may also file a complaint with the Federal government by calling the Office of Civil Rights at 1.866.627.7748 (hearing-impaired: 711) or in writing at:

**Secretary of Health and Human Services
200 Independence Avenue
Washington, D.C. 20201**

You Have the Right to Your Privacy

Unison Health Plan will not give medical information about you to anyone without your O.K. **unless** the law requires it. Of course, we will share information with your PCP.

Sí necesita ayuda para traducir esta información, por favor comuníquese con el departamento de Servicios a miembros del Unison al 1.800.414.9025. Estos servicios están disponibles de lunes a viernes, de Lunes – Viernes, 8 a.m. a 5 p.m. Usuarios del sistema TTY deberán llamar al 711.