

## Health Privacy Policy

Somerville Cambridge Elder Services provides a variety of services that enable older people to stay at home in the community. Because we work with a variety of funding sources, including Medicaid, and get referrals from a number of health care providers, we may have personal health information about you.

Personal health information includes things such as certain medical diagnoses, the kinds of medical or treatment services you get, or the dates you get the services.

**By law, SCES must protect the privacy of your health information. This notice explains:**

- when SCES may use and share your health information; and
- what your rights are regarding your health information.

**SCES may use or share your health information:**

- when the U.S. Department of Health and Human Services needs it to make sure your privacy is protected;
- when required by law;
- for payment activities, such as checking if you are eligible for health benefits, and being paid for services you get;
- to operate our programs, including evaluating the quality of the services you get;
- with our provider vendors to coordinate your services;
- with health-oversight agencies (such as the Massachusetts Division of Medical Assistance, or the federal Centers for Medicare and Medicaid Services) for oversight activities authorized by law, including fraud and abuse investigations;
- for research projects that meet privacy requirements, and help us evaluate or improve the Agency's programs;
- with government agencies that give you benefits or services;
- to prevent or respond to an immediate and serious health or safety emergency; and
- to tell you about new benefits and services, or health-care choices you have.

Except as described above, SCES cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing. Please Note: We cannot take back any health information we used or shared when we had your permission.

## **You have the right:**

- to see and get a copy of personal health information. You must ask for this in writing. SCES may charge you to cover certain costs, such as copying and postage;
- to ask SCES to change your health information if you think it is wrong or incomplete. You must tell us in writing which health information you want us to change, and why;
- to ask SCES to limit its use or sharing of your health information. You must ask for this in writing. SCES may not be able to grant this request and continue to provide services;
- to ask SCES to get in touch with you in some other way, if contacting you at the address or telephone number we have on file for you would put you in danger. Please let us know by telephone, and then verify in writing that you are in danger, and tell us exactly where and how SCES should contact you;
- to get a list of when and with whom SCES has shared your health information, with certain exceptions. You must ask for this in writing; and
- to get a paper copy of this notice at any time.

By law, SCES must give you this notice explaining that we protect your health information, and that we must follow the terms of this notice.

SCES can change how we use and share your health information. If we do make important changes, we will send you a new notice. That new notice will apply to all of the health information that SCES has about you.

SCES takes your privacy very seriously. If you would like to exercise any of the rights we describe in this notice, or if you feel that SCES has violated your privacy rights, contact SCES' Privacy Officer in writing at the following address:

Somerville Cambridge Elder Services, Inc. Privacy Officer 61 Medford Street,  
Somerville , MA 02143

Filing a complaint or exercising your rights will not affect your covered services. You may also file a complaint with the U.S. Secretary of Health and Human Services.

For more information, or if you need help understanding this notice, call 617-628-2601 Monday through Friday, 9 a.m. - 5 p.m.