



## Privacy Practices

**This notice describes how health information about you may be used and given out. It also tells how you can get this information.** Please review it carefully. We will refer to ourselves simply as "CareSource" in this notice.

### Your Rights

- care,
- payment(s),
- health care operations, and
- certain other disclosures (such as any you asked us to make).

We will give you one list each year for free. If you ask for another within 12 months, we will charge a fair, cost-based fee.

#### Get a copy of this privacy notice

- € You can ask for a paper copy of this notice at any time. You can ask even if you have agreed to get the notice electronically. We will give you a paper copy promptly.

#### Give CareSource consent to speak to someone on your behalf

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*If you are not able to tell us your choice, such as if you are unconscious, we may go ahead and share your information. We may share it if we believe it is in your best interest. We may also share your information when needed to lessen a serious and close threat to health or safety.*

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- € We can share health information about you in response to a court or administrative order, or in response to a court order.

We may also make a collection of “de-identified” information that cannot be traced back to you.

## **Our Responsibilities**

- € We protect our members’ health information in many ways. This includes information that is written, spoken or available online using a computer.
    - CareSource employees are trained on how to protect member information.
    - Member information is spoken in a way so that it is not inappropriately overheard.
    - CareSource makes sure that computers used by employees are safe by using firewalls and passwords.
    - CareSource limits who can access member health information. We make sure that only those employees with a business reason to access information use and share that information.
  - € We are required by law to keep the privacy and security of your protected health information. We are required to give you a copy of this notice.
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## ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-475-3163 (TTY: 1-800-750-0750).

## SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-475-3163 (TTY: 1-800-750-0750).

## CHINESE

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-475-3163 (TTY: 1-800-750-0750).

## ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة  
(رقم هاتف الخدمة الك: 1-800-750-0750)

## PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit  
GLHHDLVK6KSURRK5VHOOL1RUX  
Call 1-855-475-3163 (TTY: 1-800-750-0750).

## RUSSIAN

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-475-3163 (ATS : 1-800-750-0750).

## VIETNAMESE

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## CUSHITE/OROMO

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## KOREAN

☎ 1-855-475-3163 (TTY: 1-800-750-0750)

## ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-475-3163 (TTY: 1-800-750-0750).

## JAPANESE

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## DUTCH

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-855-475-3163 (TTY: 1-800-750-0750).

## UKRAINIAN

☎ 1-855-475-3163  
TTY: 1-800-750-0750

## ROMANIAN

☎ 1-855-475-3163  
TTY: 1-800-750-0750

