

# What You Need To Know About Privacy Practices

This 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.

## NOTICE SUMMARY

### Contact for More Information

**Address:** CCI Health Services, 8665 Georgia Avenue,  
Silver Spring, MD 20910

**Phone:** (301) 340-7525  
**Email:** Legal@cciweb.org

### Your Rights

You have the right to:

- File a complaint if you believe your privacy rights have been violated.
- Get a copy of your health and claims records.
- Correct your health and claims records.
- Request confidential communication.
- Ask us to limit the information we share.
- Get a list of those with whom we've shared your information.
- Get a copy of this privacy notice.
- Choose someone to act for you.

### Your Choices

You have some choices in the way that we use and share information, including:

- Answering coverage questions from your family and friends.
- Providing disaster relief.
- Marketing our services and selling your information.

### Our Uses and Disclosures

We may use and share your information as we:

- Help manage the health care treatment you receive.
- Administer the plan.
- Pay for your health services.
- Comply with the law.
- Respond to organ and tissue donation requests.
- Work with a medical examiner or funeral director.
- Address workers' compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

## YOUR RIGHTS

### Get a Copy of Your Health and Claims Records

You can request to see or obtain a copy of your health and claims records by contacting CCI's Medical Records/Health Information Management:

**ATTN: Medical Records/Health Information Management**

**Address:** CCI Health Services  
8665 Georgia Avenue, Silver Spring, MD 20910

**Telephone:** (301) 340-7525

**Email:** Medical.Record@cciweb.org

We will provide a copy or a summary of your records, usually within 30 days of your request.

### Ask Us to Correct Your Health and Claims Records

- If you believe your records are incorrect or incomplete, you can request corrections by contacting our Corporate Compliance Director.
- If we deny your request, we will provide a written explanation within 60 days.

### Request Confidential Communications

- You can request alternative communication methods (e.g., home or office phone, different mailing address).
- We will grant reasonable requests and are required to comply if you state that your safety may be at risk.

### Ask Us to Limit What We Use or Share

- You may request that we do not use or share certain health information for treatment, payment, or operations.
- We are not required to agree if it affects your care.

### Get a List of Those with Whom We've Shared Information

You can request an accounting of disclosures made in the last six years (excluding those for treatment, payment, and health care operations).

### File a Complaint If You Feel Your Rights Are Violated

You can file a complaint by contacting CCI's Corporate Compliance Director at:

**ATTN: Corporate Compliance Director**

**Address:** 8665 Georgia Avenue  
Silver Spring, MD 20910

**Telephone:** (301) 340-7525

**Email:** Legal@cciweb.org

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights at:

**Address:** 200 Independence Avenue, S.W.,  
Washington, D.C. 20201

**Telephone:** 1-877-696-6775

**Website:** [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/)

**We will not retaliate against you for filing a complaint.**

## YOUR CHOICES

For certain health information, you may choose how we share your information. If you have specific preferences, please inform us, and we will follow your instructions.

### In these cases, you have the right to decide:

- Sharing your information with family, close friends, or others involved in payment for your care.
- Sharing information during disaster relief situations.

### We will not share your information without written permission for:

- Marketing purposes.
- Selling your information.
- Disclosures not required by law.

## OUR USES AND DISCLOSURES

### How we typically use or share your health information

- **For treatment:** sharing information with health professionals treating you.
- **For plan administration:** ensuring proper plan operations and improving care.
- **For payment:** coordinating payment for health services.

### How we may use or share your health information without your permission

- **For public health and safety purposes:** disease prevention, medication recalls, reporting abuse, and preventing health risks.
- **For research:** health research initiatives.
- **For legal compliance:** meeting federal and state regulations.
- **For organ and tissue donation requests:** assisting with procurement efforts.
- **For worker's compensation, law enforcement, and government requests:** compliance with legal and governmental requirements.
- **For legal actions:** responding to court orders and subpoenas.

### Our responsibilities

- We are required by law to protect your protected health information (PHI).
- We will notify you promptly if a breach occurs that may have compromised your information.
- We will follow the privacy practices outlined in this notice unless we update our policies.
- We will not use or share your information beyond these terms without written authorization from you.