

Notice of Privacy Practices

Your Information. Your Rights.
Our Responsibilities.

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.

This Notice of Privacy Practices (“Notice”) covers an Affiliated Covered Entity (“ACE”). When this Notice refers to the Specialty Pharmacy ACE, it is referring to AcariaHealth, Inc. (“AcariaHealth”), each of the following AcariaHealth subsidiaries and affiliates: AcariaHealth Pharmacy, Inc., AcariaHealth Pharmacy #11, Inc., AcariaHealth Pharmacy #12, Inc., AcariaHealth Pharmacy #13, Inc., AcariaHealth Pharmacy #14, Inc., AcariaHealth Pharmacy #26, Inc., Foundation Care, LLC., HomeScripts.com, LLC., Specialty Therapeutic Care, LP, and PantheRx Specialty, LLC.

Your Rights

You have the right to:

- › Get a copy of your paper or electronic medical record.
- › Correct your paper or electronic medical record.
- › 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.
- › File a complaint if you believe your privacy rights have been violated.

Your Choices

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

- › Tell family and friends about your condition.
- › Provide disaster relief.
- › Include you in a hospital directory.
- › Provide mental health care.
- › Market our services and sell your information.
- › Raise funds.

Our Responsibility

We may use and share your information as we:

- › Treat you.
- › Run our organization.
- › Bill for your services.
- › Help with public health and safety issues.
- › Do research.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

- **Get an electronic or paper copy of your medical record**
 - You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
 - We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- **Ask us to correct your medical record**
 - You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
 - We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- **Request confidential communications**
 - You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
 - We will say “yes” to all reasonable requests.
- **Ask us to limit what we use or share**
 - You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
 - If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- **Get a list of those with whom we’ve shared information**
 - You can ask for a list of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all disclosures except for those about treatment, payment and health care operations, and certain other disclosures (such as any you asked us to make).
- **Get a copy of this privacy notice**
 - You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

- > **Choose someone to act for you**
 - > If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
 - > We will make sure the person has this authority and can act for you before we take any action.
- > **File a complaint if you feel your rights are violated**
 - > You can complain if you feel we have violated your rights by contacting us.
 - > You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
 - > We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

- > **In these cases, you have both the right and choice to tell us to:**
 - > Share information with your family, close friends, or others involved in your care.
 - > Share information in a disaster relief situation. *If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*
- > **In these cases, we never share your information unless you give us written permission:**
 - > Marketing purposes
 - > Sale of your information
 - > Most sharing of psychotherapy notes
 - > Sharing of certain other sensitive health information as required by state laws
- > **In the case of fundraising:**
 - > We may contact you for fundraising efforts, but you can tell us not to contact you again.

OUR USES AND DISCLOSURES

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

- > **Treat you**
 - > We can use your health information and share it with other professionals who are treating you. *Example: An AcariaHealth Inc. pharmacist may discuss your prescription information with your doctor to ensure proper treatment.*
- > **Run our organization**
 - > We can use and share your health information to run our practice, improve your care, and contact you when necessary. *Example: We use health information about you to manage your treatment and services.*
- > **Appointment reminders / treatment alternatives**
 - > We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you with information regarding treatment alternative or other health-related benefits and service that may be of interest to you.
- > **Bill for your services**
 - > We can use and share your health information to bill and get payment from health plans or other entities. *Example: We give information about you to your health insurance plan so it will pay for your services.*

HOW ELSE CAN WE USE OR SHARE YOUR HEALTH INFORMATION?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

- > **Information Related to Your Care**
 - > We may disclose your PHI to contact you about treatment options

relevant to you. For example, we may contact you regarding expired prescriptions and alternative drugs AND treatment. We may use and disclose your PHI to healthcare professionals or other third parties to provide, coordinate and manage the delivery of your health care. For example, your pharmacist may disclose PHI about you to your health care provider and to other health care personnel to coordinate the prescribing and delivery of your medications.

- > We may also provide you with treatment reminders and information about potential side effects, drug interactions, recalls and other treatment related issues related to your medication.

- > **Respond to organ and tissue donation requests**

- > We can share health information about you with organ procurement organizations.

- > **Help with public health and safety issues**

We can share health information about you for certain situations such as:

- > Preventing disease
- > Helping with product recalls
- > Reporting adverse reactions to medications
- > Reporting suspected abuse, neglect, or domestic violence
- > Preventing or reducing a serious threat to anyone's health or safety

- > **Do research**

- > We can use or share your information for health research.

- > **Comply with the law**

- > We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

- > **Respond to lawsuits and legal actions**

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

- > **Work with a medical examiner or funeral director**

- > We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

- > **Address workers' compensation, law enforcement, and other government requests**

We can use or share health information about you:

- > For workers' compensation claims
- > For law enforcement purposes or with a law enforcement official
- > With health oversight agencies for activities authorized by law

- > For special government functions such as military, national security, and presidential protective services.

OUR RESPONSIBILITIES

- > We are required by law to maintain the privacy and security of your protected health information.
- > We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- > We must follow the duties and privacy practices described in this notice.
- > We must provide you a copy of this notice.
- > We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

CHANGES TO THE TERMS OF THIS NOTICE

We are required to abide by the terms of the notice currently in effect. We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, by mail, and on our website.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

You may contact the Privacy Office by:

Phone

855.422.2742 ext. 8091291

Email

ACA_Privacy@AcariaHealth.com or

ACA_Privacy@centene.com for PANTHERx Rare patients.

Mail

AcariaHealth/ PANTHERx Rare

Attn: Privacy Office

8427 South Park Circle, Suite 400

Orlando, FL 32819

AcariaHealth[™] 

An *envolve* Pharmacy Solution

8427 Southpark Circle, Suite 400

Orlando, FL 32819

800.511.5144

[AcariaHealth.com](https://www.AcariaHealth.com)