

Notice of 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.**

Effective Date: March 1, 2026

How We Use and Share Your Information

If you apply for or receive services from MassAbility, we have information about you. This includes your personal information and information that relates to your case, like the kinds of services you receive. **We use and share your information in the following ways.**

To manage your service delivery

- We use and share your information to help manage the services you receive.
- Example: You provide us information about your diagnosis and treatment so we can approve additional services.

To run MassAbility

- We use and share your information to run MassAbility.
- Example: We use information about you to determine program eligibility, generating summary statistics about usage, and aiding in planning, design, and development.

For payment related activities

- We use and share your information for payment-related activities.
- Example: We share your information to pay for services you received.

When required by law

- We share your information when required by law.

- Example: When required by law we share your information with state or federal agencies like the U.S. Department of Education and the U.S. Department of Health and Human Services so they can oversee operations or investigate fraud or abuse.
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To get you more benefits

- We use and share your information to help you get other benefits or services that you may be eligible for.
 - Example: We also use and share your information to tell you about new services, benefits, or choices you have as a MassAbility participant.
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For health or safety

- We use and share your information if necessary to prevent an immediate threat to your safety or the safety of others.
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For research

- We may share your information for research that benefits MassAbility participants and meets MassAbility privacy requirements.

Your Rights

When it comes to your information, you have rights.

Get a copy of this privacy notice

- The current version of this notice will be available on our website.
 - You can ask for a paper copy of this notice at any time, and we will provide you with one.
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Get a copy of your MassAbility records

- As required by law, you can request a copy of your MassAbility records. You must make this request in writing.
 - We can give you access to records like your applications, case notes, and notices we sent you.
 - MassAbility may charge you a reasonable fee to pay for the costs of copying your MassAbility records and sending them to you.
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Ask us to correct your MassAbility records

- You can ask us to correct your MassAbility records if you think they are wrong or there is information missing.
 - You must request this in writing, tell us what you want changed, and why. If we make the change you requested, we will tell you in writing.
 - We may say “no” to your request, for example, if we think the information is accurate or we did not create the information, but we will tell you why in writing.
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Request confidential communications

- You can ask us to contact you in a specific way, like calling you at home, your office, or on your cell phone, or sending mail to a different address. Please contact us in writing and tell us exactly where and how MassAbility should contact you.
- We will consider all reasonable requests and must say “yes” if you tell us you will be in danger if we do not.

Ask us to limit how we use or share your information

- You can ask us to limit how we use or share your information.
 - This request must be in writing.
 - MassAbility will consider every request, but we are not required to agree to it. For example, we may say “no” if the restriction would affect your services or care.
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Reproductive health information

- MassAbility will protect your reproductive health information. We are prohibited by law from disclosing this information to be used in any criminal, civil, or administrative investigation or proceeding against anyone seeking, obtaining, providing, or facilitating reproductive health care.
 - For example: If you move to a state that criminalizes anyone for seeking reproductive health care and officials from that state request your information from MassAbility, we will not provide that information.
 - MassAbility will not share your reproductive health information for health oversight activities, judicial and administrative proceedings, law enforcement, or to coroners or medical examiners unless the person requesting your information certifies that the purpose of their request is not for any criminal, civil, or administrative investigation seeking to impose liability on any person for seeking, obtaining, providing, or facilitating reproductive health care.
 - For example: If we receive a court order requesting your reproductive health information, we will not comply with it unless we receive a valid attestation from that court clearly stating that the information will not be used to investigate or impose any liability in any proceeding against you because you sought or obtained reproductive healthcare.
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Substance use treatment information

- MassAbility will not share this information unless permitted by 42 C.F.R. Part 2.
- Unless you have given us permission to do so or a court issues a lawful order requesting your records or testimony relaying the content of such records and you were given the opportunity to object to the order, MassAbility will not disclose substance use treatment information in any type of civil, criminal, administrative, or legislative investigation or proceeding against you.

File a complaint

- You can contact MassAbility if you believe your privacy rights have been violated or have questions about this notice.

Your Choice

You have power over how your information is shared. In certain instances, you can decide who your information is shared with and how it is used.

Who to include in your service delivery

- You have the right to choose who MassAbility shares information with, such as friends, family, or others involved in your services.
 - If you are unable to tell us your choice, such as if you are unconscious, MassAbility may share your information with another person only if we believe it is in your best interest.
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Disclosures with your permission

- MassAbility will not use or share your information other than as described in this notice, unless you give us written permission.
 - You can change your mind at any time, as long as you tell us in writing.
 - If you take back permission, we cannot take back any information that we used or shared when we had your permission. This includes health information and substance use treatment information.
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Marketing and sale of information

- MassAbility does not sell your information or share your information for marketing purposes.

Our Responsibilities

We will keep your information secure and private.

Protect your information

- We are required by state and federal laws to protect information about you, and we will let you know promptly if a breach occurs that may compromise the privacy or security of your information.
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Tell you how your information will be used and shared

- MassAbility is required to follow by the terms of this notice.
 - MassAbility can make changes to this notice. If we make any important changes to this notice or the way we use and share your information, we will let you know.
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Contact us

- You can contact the MassAbility Privacy Office if you want to use exercise any of the rights described in this notice, or if you want to learn more about how MassAbility protects your information.
- Email: MBY-Privacy-Officer@mass.gov
- Address: MassAbility Privacy Office
- 40 Broad Street, 4th Floor, Boston, MA 02108
- Please contact us to request a copy of this notice in other languages or to get a copy in another format, such as large print or braille.