

By law, MassHealth must give you this notice to let you know what we do to protect the privacy of your health information. We must follow the terms of this notice or any new notice that we provide you, as described below.

MassHealth can change how we use and share your health information. If MassHealth does make important changes, we will send you a new notice and post it on our website. The new notice will apply to all of the health information that MassHealth has about you.

MassHealth takes your privacy very seriously. If you would like to exercise any of the rights we talk about in this notice, or if you feel that MassHealth has violated your privacy rights, write to the MassHealth Privacy Office at the following address:

Privacy Office  
One Ashburton Place, 11<sup>th</sup> Floor  
Boston, MA 02108

You may also contact the U.S. Secretary of Health and Human Services if you are concerned that MassHealth has violated your privacy rights. Filing a complaint, discussing your concerns, or exercising any of your privacy rights will not change your health care benefits.

For more information, or if you need help understanding this notice, call 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing or speech disabled) Monday through Friday, 8:00 a.m. - 5:00 p.m.



**MassHealth**  
**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**

NPP (Rev. 05/18)

## NOTICE OF PRIVACY PRACTICES

► Effective September 23, 2013

**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.**



[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

Because you get health care benefits from MassHealth, we have personal health information about you. Personal health information includes things such as the kinds of medical services you get or the dates you get the services.

**By law, MassHealth must protect the privacy of your health information.**

### **This notice lets you know:**

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

### **MassHealth may use or share your health information:**

- for payment activities, such as checking if you are eligible for health services and paying your health care providers for services you get;
- when the U.S. Department of Health and Human Services needs it to make sure MassHealth has protected your privacy;
- when required by law;
- to operate our programs, such as by evaluating the quality of health care services you get, and studying how to keep health care costs down;

- with your health care providers to help manage your treatment and the services you get;
- with agencies (such as the federal Centers for Medicare and Medicaid Services) that are authorized by law to oversee health care activities for certain reasons, including fraud and abuse investigations;
- for research projects that help us evaluate or improve MassHealth programs and that meet our privacy requirements;
- with other government agencies that offer benefits or services that you get or may be eligible to get;
- to keep you and others from being harmed by an immediate and serious health or safety emergency; and
- to tell you about new services, benefits or health care choices you have.

MassHealth will not use or share your health information other than as described in this notice, unless you tell us we can in writing. You can change your mind 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. MassHealth does not sell your health information or share your health information for marketing purposes.

MassHealth must tell you if a breach occurs that may have compromised the privacy or security of your health information.

### **You have the right:**

- to see and get a copy of your health information if you ask MassHealth in writing. MassHealth may charge you a reasonable fee to pay for the costs of copying your health information and sending it to you;
- to ask MassHealth to change your health information if you think it is wrong or information is missing. You must tell us in writing which health information you want us to change, and why;
- to ask MassHealth to limit how we use or share your health information. You must ask for this in writing. MassHealth will consider your request, but we are not required to agree to it;
- to ask MassHealth 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. You must tell us in writing that you are in danger, and exactly where and how MassHealth should contact you;
- to get a list of when and with whom MassHealth 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.

These rights may not apply in certain situations.