

## Oishei Healthy Kids (OHK)

### Notice of Privacy Practices

#### FREQUENTLY ASKED QUESTIONS

Responses to some Frequently Asked Questions are provided below. If you have additional questions, please contact the Compliance Officer using the contact information provided at the end of the Notice of Privacy Practices.

***Q. Why am I getting this notice?***

A. There is a new federal law called the Health Insurance Portability and Accountability Act or “HIPAA”. The Privacy Rule contained in HIPAA requires that health care providers tell you how they may use and disclose your personal health information. The Notice also describes your rights and our duties with respect to your protected health information.

***Q. What do you mean by Protected Health Information?***

A. Protected Health Information is information we may create or receive from you that relates to your past, present or future physical or mental health, and that identifies you as an individual.

***Q. I don't like to sign anything until I have read the entire document. Does my signature indicate I am accepting the contents of something I have not actually read yet?***

A. No. Your signature simply indicates that you were given the Notice of Privacy Practices, not that you have read the Notice or that you agree with what it says.

***Q. Are you going to make me sign the Acknowledgement Form before I can get my services?***

A. If you choose not to sign the Acknowledgement Form or the Notice of Privacy Practices, there will be no impact on the care coordination service you receive.

***Q. Why do I have to sign the Acknowledgement Form?***

A. You don't have to sign anything. HIPAA requires that we give you this Notice and make a good faith effort to document that you have received it. This acknowledgement form helps us know that we provided this Notice to our clients.

***Q. What if I refuse to sign the Acknowledgement Form?***

A. If you choose not to sign, it will have no impact on your care coordination services. The Agency staff person will make a note on the form that you did not want to sign it but that you were given the Notice of Privacy Practices. This is for our records so that we know you were already given the Notice and you won't have to go through this process again the next time you come for services.

Notice of Privacy Practices

FREQUENTLY ASKED QUESTIONS (Continued)

***Q. Who can I talk with to explain some of the things in the Notice of Privacy Practices?***

A. The Community Health Worker (CHW) or Care Manager/Care Coordinator working with you will be happy to answer any basic questions you have. If you have questions that they cannot answer or if you are not satisfied with the answers you receive, you can contact the Agency's Privacy Office using the contact information at the end of the Notice of Privacy Practices.

***Q. Who can I complain to about this?***

A. Please contact the Compliance Officer using the contact information at the end of the Notice of Privacy Practices.

***Q. Who is paying for these materials?***

A. There is no charge to clients for any of the HIPAA requirements. OHK covers the cost of these paper documents and other expenses associated with implementing HIPAA.

***Q. How often do I need to read and sign this?***

A. You will only be asked to sign the Acknowledgement Form the first time we provide you with a copy of the Notice of Privacy Practices. If the notice is changed or updated in the future, the current version will be posted on our web site and available from the office where you receive services. You will not be asked to sign an Acknowledgement Form for new versions (or additional copies) of the Notice of Privacy Practices.

***Q. What is the difference between this and other forms I am asked to sign?***

A. This form is a statement that you have received a Notice regarding the OHK's privacy practices. It has nothing to do with other forms you might be asked to complete for registration, billing, or managing the service/care you receive.

**Compliance Officer  
Robert Langdon, SHRM  
716-341-3553**