

NORTHCARE NETWORK NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

General Information

Information regarding your health care, including payment for health care, is protected by federal and state laws: the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42U.S.C. § 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, and the Michigan Mental Health Code, MCL 330.1001 et seq. Your information may also be protected under 42 U.S.C. §290dd-2, 42 C.F.R. Part 2. Under these laws, NorthCare Network and their contract providers may not say to a person outside their agencies that you receive services, nor may NorthCare or their contract providers disclose any information identifying you as a recipient of alcohol or drug abuse services, or disclose any other protected information except as permitted by federal and state law.

Your information is stored in a paper record, or an electronic record or both. NorthCare and its affiliates may use the information in either form for treatment, payment and healthcare operations.

NorthCare Network and their contract providers must obtain your written consent before they can disclose information about you for payment purposes. For example, NorthCare Network and their contract providers must obtain your written consent before they can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before NorthCare and their contract providers can share information for treatment purposes or for health care operations. However, federal law permits NorthCare Network and their contract providers to disclose information *without* your written permission:

1. Pursuant to an agreement with a qualified service organization/business associate;
2. For research, audit or evaluations;
3. To report a crime committed on NorthCare Network or their contract providers' premises or against NorthCare Network or their contract providers' personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

For example, NorthCare Network or their contract providers can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, as long as there is a qualified service organization/business associate agreement in place.

Before NorthCare Network or their contract providers can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. NorthCare Network and their contract providers are not

NORTHCARE NETWORK NOTICE OF PRIVACY PRACTICES

required to agree to any restrictions you request but if they do agree they are bound by that agreement and not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means or at an alternative location. NorthCare Network and their contract providers will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by NorthCare and their contract providers, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in your clinical record, and to request and receive an accounting of disclosures of your health related information made by NorthCare Network or their contract providers during the six years prior to your request.

NorthCare Network and their Affiliate's Duties

NorthCare Network and their contract providers are required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. NorthCare Network and their contract providers are required by law to abide by the terms of this notice. NorthCare Network and their contract providers reserve the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. If there is a significant revision of this Notice, we will mail you a notification within 60 days of that revision.

Complaints and Reporting Violations

You may complain to NorthCare Network, their contract providers, and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. To complain contact NorthCare Network's Privacy Officer, Mary Swift at 1-888-333-8030 and/or:

U.S. Department of Health and Human Services
Office of Civil Rights Division
233 N. Michigan Avenue Suite 240
Chicago, IL 60601
Toll free 1-800-368-1019

You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

If there is a breach of unsecured information NorthCare or its affiliates will notify you.

Contact

For further information, contact Mary Swift, NorthCare Privacy Officer at 1-888-333-8030.

Effective: March 2010