



NOTICE OF PRIVACY PRACTICES

This notice describes how information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

Greater Lynn Senior Services, Inc. provides a variety of services that enable older people and adults with disabilities to stay at home in the community. Because we work with a variety of funding sources, including Medicaid, and get referrals from a number of health care providers, we may have personal health information about you.

Personal health information includes things such as certain medical diagnoses, the kinds of medical or treatment services you get, or the dates you get the services. This notice explains when Greater Lynn Senior Services, Inc. may use and share your health information and your rights regarding your health information.

By law, Greater Lynn Senior Services, Inc. ***must***:

- *protect the privacy of your health information as described in this notice;*
- *explain our privacy practices to you; and*
- *notify you if your unsecured health information is obtained by an unauthorized person .*

Greater Lynn Senior Services, Inc. ***may use or share your health information***:

- when communicating with family members or other persons identified as a contact person for your care or your general condition;
- with medical professionals including: primary care physicians, other physician specialists and their office medical staff, local hospitals, rehabilitation facilities, health insurances or nursing homes, as part of managing your care;
- when required by law;
- for payment activities, such as checking if you are eligible for health benefits, and being paid for services you get;

- to operate our programs, including evaluating the quality of the services you get;
- with our provider vendors to coordinate your services;
- with health-oversight agencies (such as the MassHealth, or the federal Centers for Medicare and Medicaid Services) for oversight activities authorized by law, including fraud and abuse investigations;
- for research projects that meet privacy requirements, and help us evaluate or improve the Agency's programs;
- with government agencies that give you benefits or services;
- to prevent or respond to an immediate and serious health or safety emergency;
- to tell you about new benefits and services, or health-care choices you have

Except as described above, Greater Lynn Senior Services, Inc. cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you notify us in writing. We must get your permission to use your information for marketing purposes or when we are paid for your health information.

You have the right:

- to see and get a copy of personal health information. You must ask for this in writing, or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. Greater Lynn Senior Services, Inc. may charge you to cover certain costs, such as copying and postage;
- to ask Greater Lynn Senior Services, Inc. to change your health information if you think it is wrong or incomplete. You must notify us in writing, or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. Identify what health information you want changed, and why;
- to ask Greater Lynn Senior Services, Inc. to limit its use or sharing of your health information. You must ask for this in writing, or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. Greater Lynn Senior Services, Inc. is not required to agree to your request, unless it relates to a service that you have paid for in full;
- to ask Greater Lynn Senior Services, Inc. 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. Please notify us exactly where and how Greater Lynn

Senior Services, Inc. should contact you so that we may discuss your specific situation. Greater Lynn Senior Services, Inc. will confirm the changes with you.

- to get a list of when and with whom Greater Lynn Senior Services, Inc. has shared your health information, with certain exceptions. You must ask for this in writing or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document; and
- to ask Greater Lynn Senior Services, Inc. not to solicit funds for (the consumer's name) for charitable purposes.
- You have the right to opt out of GLSS fundraising and or marketing materials.
- to get a paper copy of this notice at any time.

By law, Greater Lynn Senior Services, Inc. must give you this notice explaining that we protect your health information, and that we must follow the terms of this notice.

If we at Greater Lynn Senior Services, Inc. change how we use and share your health information, you will be notified of these changes.

Greater Lynn Senior Services, Inc. takes your privacy very seriously. GLSS ensures the privacy and confidentiality of all consumer records according to the laws, guidelines and specific rules and regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 201 CMR 17.00, and EOEA-PI-04-08.

- ◆ Consumer records are maintained at GLSS in a secure setting and are destroyed in compliance with the GLSS Record Retention policy.
- ◆ Hard copy consumer records are filed in a secure manner under the double lock system.
- ◆ All confidential consumer information sent from the GLSS network via email is required to be encrypted using the GLSS email encryption software.
- ◆ The GLSS Network, computers and mobile devices are secured via third party software protection.
- ◆ All staff receive training upon hire and annually regarding HIPAA Privacy laws and GLSS Data Security policies and procedures.

If you would like to exercise any of the rights described in this notice, or if you feel that Greater Lynn Senior Services, Inc. has violated your privacy rights, contact Greater Lynn Senior Services, Inc. Privacy Officer or Data Security Officer in writing at the following address:

Greater Lynn Senior Services, Inc.
8 Silsbee Street
Lynn, MA 01901

Filing a complaint or exercising your rights will not affect your covered services. You may also file a complaint with the U.S. Secretary of Health and Human Services.

For more information, or if you need help understanding this notice, call 781-599-0110 Monday through Friday, 8 a.m. – 5 p.m. at 8 Silsbee Street, Lynn, MA 01901

Effective: 8/1/2018
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