



## NOTICE OF PRIVACY PRACTICES

Thank you for visiting Sendero's Web site.

**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.**

If you need help understanding this privacy notice or Sendero's privacy practices, you may call Monday – Friday, 8AM – 5PM Central Time at:

1-844-872-0537 (STAR/CHIP)

1-844-800-4693 (Marketplace)

Hearing Impaired call 7-1-1 (TTY)

You may also get free interpreter services by calling the numbers above.

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Sendero is required by the Health Insurance Portability and Accountability Act of 1996 to maintain the confidentiality of your protected health information (PHI). PHI refers to the member's individually identifiable information, including but not limited to the following:

- Name
- Address
- Date of birth
- Telephone number
- Email address
- Social Security number
- Health Information, such as Medical Records or Medical Record numbers
- Member or Provider ID number
- Account numbers, etc.

Sendero is committed to ensuring the confidentiality of your (PHI) across the entire organization, whether in oral, written, or electronic format. We will not collect any personal information from you unless you provide that information to us voluntarily. If you do provide us with personal information, we will not sell, license or transmit that information outside of Sendero without your written permission, unless we are required or permitted to do so by law. If two or more laws or regulations governing the same use or disclosure of your PHI provide conflicting guidance, Sendero will comply with the more restrictive law or regulation.

## **Permitted or Required Use or Disclosure of PHI**

Sendero is permitted to use and disclose your information without your authorization, in the following instances:

- 1) to a health care provider providing you medical treatment or coordination of treatment
- 2) for prior authorization determinations
- 3) in emergency situations, if it is in your best interest
- 4) for appointment reminders or to provide health-related information or information about other treatment options
- 5) for payment activities, such as processing of claims
- 6) for billing premiums
- 7) for determination of eligibility for, or enrollment in, a government health plan that provides public benefits
- 8) for utilization review of health care decisions
- 9) for investigating and preventing fraud, waste and abuse
- 10) for other internal health-care operations, such as customer service, providing case management, research of complaints and appeals, quality assessment and improvement
- 11) for law enforcement by federal, state, and/or local law enforcement agencies and government authorities, including public health organizations that have legal right to this information
- 12) to a correctional institution or law enforcement official if you are an inmate or in custody
- 13) to public health authorities to assist in prevention and control of disease and/or to prevent or lessen a serious threat to the health and safety of the public
- 14) to The Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness of products/services under the jurisdiction of the FDA
- 15) for donor activities related to organ, eye and tissue donations
- 16) to medical examiners, coroners, or funeral directors to determine cause of death and to carry out their duties
- 17) for research purposes under certain circumstances
- 18) to comply with workers' compensation laws
- 19) for purposes as required by military and/or governmental authorities, and
- 20) for other legally required purposes, including judicial and administrative proceedings and investigations of abuse, neglect and domestic violence.

Sendero may also disclose information to companies (business associates) that we have contracted with in order to assist us in administering or providing services for our health benefit plan. If we disclose your confidential personal information, it will be in compliance with applicable laws and regulations, and we will require our business associates to sign written agreements to protect your privacy and to use your information only for the intended purpose.



## **Written Authorization for Use or Disclosure of PHI**

Sendero will not use or disclose your PHI for any purposes not listed in the section above, *Permitted Uses of PHI*, without your written authorization. For example; except for certain treatment, payment or healthcare operations functions, Sendero will request your written authorization to use or disclose your psychotherapy notes. Sendero will not sell your PHI or use your PHI for marketing purposes without your written authorization.

You may revoke your authorization in writing at any time. Your written revocation will not apply to actions that Sendero has already taken based on your prior written authorization, before the written revocation is received.

You may assign a personal representative. A description of such representative's authority to act for you must be provided.

## **Sendero Website**

From time to time, Sendero may request personal information, including personally identifiable information, from you through our Web site. We request this information in order to deliver materials to you or to respond to your questions. Members and Providers in Sendero's network have the ability to register in a secured area. This registration allows us to tailor the materials we send to you. Sendero will continue to maintain the confidentiality of your personal information shared with us through our website.

## **E-mail Correspondence**

You may email Sendero with question or comments. Sendero handles all e-mail correspondence containing personal information with the same level of confidentiality required for all PHI. Once we receive your email, we will assign it to the most appropriate person capable of handling your question. We will not share your e-mail with anyone who is not involved in answering your question.

Please note that e-mail correspondence on the Internet may pass through public and private networks and may be accessed and viewed by other Internet users, without your or Sendero's knowledge or permission. For this reason, Sendero recommends that you do not send any confidential information via e-mail. Sendero is not responsible for the security or confidentiality of information that you send through the Internet using email communications. If you wish to send us confidential information, we ask that you either call our Member Services Department at 1-855-526-7388 or mail us the information at: Sendero Health Plans, Inc. 2028 E. Ben White Blvd., Ste. 400, Austin, TX 78741.

## **Individual Rights**

You have certain rights with respect to your protected health information. You have the right to:

- request restrictions on certain uses and disclosures of protected health information. Sendero is not required to agree to a requested restriction in some cases.
- receive confidential communications of PHI
- inspect and receive a copy of your PHI
- amend your PHI
- receive an accounting of disclosures of PHI
- receive a paper copy of the notice upon request
- file a complaint (see below)

## **Complaints**

If you believe your privacy rights have been violated, you may file a complaint with:

**Sendero Health Plans  
Attn: Privacy Officer  
2028 East Ben White Blvd., Suite 400  
Austin, TX. 78741  
1-844-800-4693(Marketplace)**

You may also file a complaint with the:

**Secretary of the U.S. Department of Health and Human Services  
Office for Civil Rights  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
1-800-368-1019 (TTY: 1-866-788-4989)  
[www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints)**

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

## **Covered Entities Duties**

As a health plan, Sendero meets the definition of a covered entity as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as such Sendero is required by law to:

- maintain the privacy of PHI
- provide members with notice of its legal duties and privacy practices with respect to PHI, and to notify affected individuals following a breach of unsecured PHI.
- abide by the terms of the notice currently in effect
- apply a change in a privacy practice that is described in the notice to PHI that Sendero created or received prior to issuing a revised notice. Sendero reserves the right to change the terms of its notice and make the new notice provisions effective for all PHI that it maintains.
- post this notice on the company's website and provide a printed copy of this notice to you upon request.

## **Aggregate Information; Use of Internet Cookies**

In order to keep improving our Web site, we collect certain information in aggregate from the users of our Web site. This information does not identify you personally, but allows us to determine the total number of people visiting our site and what pages they are most often visiting. Using this information, Sendero can determine which pages receive the most Internet traffic. This helps us make our site as user-friendly as possible.

We also collect information on our Web site through the use of "cookies." A cookie is a small element of data that we can transfer to your computer's hard drive that tells us if you are a repeat user, what pages best serve you, and allows you easier access when you return to our site. The cookie does not track any personal information about you, such as name, address or telephone number. Most computer browsers allow you to accept or reject cookies when a site is about to deposit a cookie file.

## **Internal Security Procedures**

Sendero is committed to making sure that the information you share with us is confidential and secure. We protect your information using Secure Sockets Layer or SSL a standard technology for establishing an encrypted link between the web server and clients. This allows only authorized personnel to access your information. Additionally, we strive to continuously evaluate and enhance the security technology we use on an ongoing basis. All personnel must abide by Sendero's security and confidentiality policies.

## **Links to Other Web Sites**

Our Web site may contain links to other Web sites not owned or controlled by Sendero. These links are provided as a courtesy to our Web site visitors. Sendero cannot be responsible for the content or privacy practices of other Web sites. We encourage you to review the privacy policy of other Web sites.

## **Changes to Privacy Notice**

Sendero may change the contents of this notice from time to time due to changes that Sendero may implement to ensure greater confidentiality and security. Sendero will promptly revise and post the revised notice to its website, by the effective date, whenever changes in state or federal laws result in a material change to the uses or disclosures, the individual's rights, Sendero's legal duties, or other privacy practices stated in the notice. Except when required by law, a material change to any term of the notice may not be implemented prior to the effective date of the notice in which such material change is reflected.

As follow up to the website posting, in the next annual mailing to members, Sendero will provide the revised notice or information about the material change(s) and how to obtain the revised notice. Sendero will provide the current Notice of Privacy Practices to new enrollees at the time of enrollment.

At least once every 3 years, Sendero must notify members of the availability of the notice and provide instructions on how to obtain the notice.

This Privacy Statement is not intended to and does not create any contractual or other legal rights with or on behalf of any party.

References: 45 CFR 160.103; 45 CFR 164.508; 45 CFR 164.514; 45 CFR 164.520; 45 CFR 164.530(c)(2)(ii); 45 CFR 164.530(j)

Taglines:

**Spanish:** Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Sendero Health Plans, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-800-4693.

**Vietnamese:** Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sendero Health Plans quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-800-4693.

**Chinese:** 如果您，或是您正在協助的對象，有關於[插入SBM項目的名稱 Sendero Health Plans, 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 1-844-800-4693.

**Korean:** 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Sendero Health Plans, 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-800-4693 로 전화하십시오.

**Arabic:** الحصول في الحق فلدك ، Sendero Health Plans ، بخصوص أسئلة تساعد شخص لدى أو لديك كان إن 1-844-800-4693 ب اتصل مترجم مع للتحدث .تكلفة اية دون من بلغتك الضرورية .والمعلومات المساعدة على

**Urdu:** تو میں، بارے کے Sendero Health Plans بے سوال کو دونوں آپ اور میں رہے دے مدد کو کسی آپ اگر 1-844-800-4693 فون کریں۔ فون 1-844-800-4693 کے کرنے بات سے ترجمان ہے۔ حق کا کرنے حاصل معلومات اور مدد مفت میں زبان اپنی کو دونوں آپ کریں۔ فون 1-844-800-4693

**Tagalog:** Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Sendero Health Plans may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-800-4693.

**French:** Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Sendero Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-844-800-4693.

**Hindi:** यदि आपके ,या आप द्वारा सहायता ककए जा रहे ककसी व्यक्त के Sendero Health Plans के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी िुभाषण से बात करने के लिए , 1-844-800-4693पर कॉि करें।

**Persian:** باشيد داشته ، Sendero Health Plans مورد در سوال ، ميکنيد کمک او به شما که کسی یا شما، اگر حاصل تماس 1-855-643-3251 نماييد دريافت رايگان طور به را خود زبان به اطلاعات و کمک که داريد را اين حق نماييد

**German:** Falls Sie oder jemand, dem Sie helfen, Fragen zum Sendero Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-800-4693 an.

**Gujarati:** જો તમે અથવા તમે કોઈને મદદ કરી રહો છો તેમ જ કોઈને Sendero Health Plans વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્તી મેળો નો અવકાશ છે. તે અર્થ વિન તમ શી ભાષા માં પ્રશ્ન કરી શકો છો. દર વર્ષે ઓનલાઇન કરી મે, આ 1-1-844-800-4693 પર કોલ કરો.

**Russian:** Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Sendero Health Plans то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-844-800-4693.

**Japanese:** ご本人様、またはお客様の身の回りの方でも、Sendero Health Plans についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、1-844-800-4693 までお電話ください。

**Laotian:** ຖ້າທ່ານ, ຫຼື ຄົນທີ່ທ່ານກໍາລັງຊ່ວຍເຫຼືອ, ມີຄໍາຖາມກ່ຽວກັບ Sendero Health Plans ທ່ານມັກຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ການໂອ້ນລັກບັນຍາຍພາສາ, ໃຫ້ໂທຫາ 1-844-800-4693.