

NOTICE OF PRIVACY PRACTICES

Effective Date: April 3, 2023.

This notice of privacy practices describes how Ceecil Quality Care Transportation may use and disclose your personal and health information and ensure the security and privacy of your personal and health information and confidentiality of protected health information (PHI). And it includes our responsibility and your rights regarding your personal and health information and other important information, and please review it carefully.

THE BUSINESS.

This Privacy Policy is between you and the following organization:

Company Name: Ceecil Quality Care Transportation LLC

Address: 2720 E Yampa St, Suite 2A, Colorado Springs, CO 80909-5061

Business Hours: Monday-Saturday (04:00 AM - 10:00 PM)

Phone: 720-669-0696 & 719-999-9877

Fax: 720-615-8666

E-Mail: qa@ceecil.com

Website: <https://www.ceecil.com>

Privacy and Security Rule

Cecil Quality Care Transportation complies with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Health Information Technology for Economic and Clinical Health (HITECH) Act. Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Cecil Quality Care Transportation must determine the best practices to ensure the security and privacy of your personal and health information. Additionally, the U.S. state and federal privacy laws may provide additional privacy protection. Cecil Quality Care Transportation is committed to

protecting the privacy and security of protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule. Protected health information (PHI) is any information relating to an identified or identifiable natural person, such as name, phone number, email, conversations, etc. To consider, Covered Entities and Business Associates under HIPAA must comply with the regulations in protecting health information and their privacy and security. A covered entity is an organization or individual that conducts transactions related to healthcare, such as a healthcare provider, health plan, or healthcare clearinghouse. And a Business Associate is an organization or individual that performs certain functions or activities on behalf of a covered entity. And Covered Entities and Business Associates require by the law to protect the privacy and security of protected health information (PHI) and disclosure of PHI. Some examples of your personal and health information include your name, Date of Birth, Marital Status, Medicaid or Medicare ID, Address, Phone Number, Social Security Number, insurance information, medical transportation records, and claims information. And we comply with HITECH to embrace electronic health records and improve privacy and security protections for healthcare data, engage patients, safety, quality, and efficiency. And improve patient outcomes. The personal and health information necessary to carry out non-emergency medical transportation, urgent transportation, managing transportation services, performing transportation services, communication, payment, or carrying out healthcare operations as permitted by law. Ceecil Quality Care Transportation ensures that the data collected from any individual is safe, secure, and available to them, which is one of our top priorities. And for safeguarding PHI, including how we collect, use, disclose, and protect your personal and health information. The security and privacy apply to all employees, volunteers, contractors, and agents with Ceecil Quality Care Transportation who have access to PHI, whether in electronic, written, or oral form.

Our Responsibility to Your Personal and Health Information

Ensure the Privacy and Security Rules and confidentiality of protected health information (PHI).

Disclose a minimum amount of information and track them.

Notify individuals of the collection, use, disclose, and protect your personal and health information.

Apply and maintain best practices to protect your personal and health information.

Report on data breach of personal and health information as soon as possible of discovery.

Collection and Use of Your Personal and Health Information

Ceeccil Quality Care Transportation collects personal and health information from individuals directly through written or electronic records and spoken communication via phone, SMS, internet, live chat, online forms, our website, or using our mobile application, state, government, health insurance companies, or other covered entities or business associates to provide healthcare services, such as carry out non-emergency medical transportation, urgent transportation, managing transportation services, performing transportation services, communication, payment, or carrying out healthcare operations as permitted by law.

Use and Disclose Your Personal and Health Information

Non-Emergency Medical Transportation or Urgent Transportation Services:

We may use and disclose your personal and health information to provide you with non-emergency medical transportation or urgent transportation services of discharge from a medical facility if requested by you, power of attorney, guardianship, legally authorized representative, or by your healthcare provider.

Business Associates:

Your personal and health information may be used and disclose to business associates to manage or perform transportation services or payment activities. We require our business associates to comply with our HIPAA Non-Disclosure Agreement (NDA) and ensure the Privacy and Security Rules and confidentiality of protected health information (PHI). Some examples of business associates are medical billing and medical coding and subcontracted transportation providers or drivers who may provide your transportation service.

Plan Sponsor:

Your personal and health information may be disclosed to your health plan sponsor through which you receive the health coverage, benefits, or insurance product.

Payment:

We may use and disclose your personal and health information to process medical transportation claims, reimbursement, or obtain payment for healthcare services.

Healthcare Operations:

We may use and disclose your personal and health information to conduct quality assessment and improvement activities, including case management, quality improvement, fraud, and abuse detection, which may be needed in our healthcare operations.

Communication:

We may use your personal information to contact us through phone, SMS, internet, live chat, online forms, our website, or using our mobile application regarding registration, verifying your personal and health information, your consent, requesting a ride, providing you with non-emergency medical transportation, urgent transportation, confirming or canceling future trips, rescheduling your trip, trip notes, medical claims, complaints and grievances, survey, healthcare operations, and other related to our service.

As required by law: We may use or disclose your personal and health information when required by a court, federal, state, or local law. For example, disclosing PHI as required by law, such as in response to a court order or subpoena.

Your Rights Regarding Your Personal Health Information

Right, to request and receive our Notice of Privacy Practices (NPP).

Right, to access Protected Health Information (PHI) and request a copy of your member records.

Right, to request restrictions on how to use, receive and disclose Protected Health Information (PHI).

Right, to access Disclosure Accounting of Protected Health Information (PHI).

Right, to amend Protected Health Information (PHI).

Right, to ensure confidential communication.

Right, to give another person the legal authority to act on your behalf.

Right, to file a privacy complaint.

Training and Education

Ceeccil Quality Care Transportation will provide training and education to all employees, volunteers, contractors, and agents who need access to PHI to ensure the Privacy and Security Rules and confidentiality of protected health information (PHI) through appropriate disciplinary action, including termination of employment or contract.

Change to This Notice of Privacy Practices (NPP)

Ceeccil Quality Care Transportation may amend this Notice of Privacy Practices (NPP), and we will inform for any update to you, employees, volunteers, contractors, agents, and business associates through our Notice of Privacy Practices (NPP) page [Notice of Privacy Practices - Ceeccil Quality Care Transportation](#), phone, mail, or email.

File a Complaint

If you have a complaint about our policies, and procedures, or other complaints, please call our Quality Assurance (QA) Coordinator at [720-669-0696](tel:720-669-0696), fax [720-615-8666](tel:720-615-8666), or online by clicking on [Complaint Form](#). Here is the complaint process. You need to file a complaint as soon as possible. The filing deadline is within two business days of the day of receipt. Once we receive your complaint, we will give you a tracking number. We will review your complaint and respond in writing to the complaint within thirty days of receipt of the complaint. You may request an appeal within thirty days of the decision.