



## Lutheran Social Services of Minnesota (LSS of MN)

### Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW PROTECTED MEDICAL, DENTAL, VISION, FLEXIBLE BENEFIT AND EMPLOYEE ASSISTANCE PROGRAM INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

1. *LSS of MN* is permitted to make uses and disclosures of protected health information for treatment, payment and health care operations, as described in the following examples:
  - a. For treatment or payment – *LSS of MN* may use and disclose information about you to:
    - Determine whether benefits are payable under the Plan
    - Assist in making payment for the treatment and services you receive from health care providers
    - Decide who is responsible to pay your benefits under the Plan
    - Coordinate coverage with other third-party payors
  - b. For health care operations – *LSS of MN* may use and disclose plan information about you for necessary benefit plan management purposes
2. *LSS of MN* is permitted or required, under specific circumstances, to use or disclose protected health information without the individual's written authorization.
3. Other uses and disclosures will be made only with the Individual's written authorization, and the individual may revoke such authorization.
4. *LSS of MN* intends to engage in (n)one or more of the following activities:
  - a. *LSS of MN* may contact the employee for health-related benefits and services that may be of interest to the individual or patient.
  - b. *LSS of MN* may contact the individual/Patient to raise funds for *LSS of MN*; or
  - c. A group health plan, or a health insurance issuer or HMO with respect to a group health plan, may disclose protected health information to the sponsor of the plan.
5. The Individual has the following rights regarding protected health information:
  - a. The right to request restrictions on certain uses and disclosures of protected health information. *LSS of MN* is not required to agree to a requested restriction, however.
  - b. The right to receive confidential communications of protected health information, as applicable.
  - c. The right to inspect and copy protected health information, as provided in the Privacy Regulation.
  - d. The right to amend protected health information, as provided in the Privacy Regulation.
  - e. The right to receive an accounting of disclosures of protected health information.
  - f. The right to obtain a paper copy of the Notice from the covered entity upon request. This right extends to an individual who has agreed to receive the Notice electronically.

6. *LSS of MN* is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and Privacy practices with respect to protected health information.
7. *LSS of MN* is required to abide by the terms of the Notice currently in effect.
8. *LSS of MN* reserves the right to change the terms of this Notice. The new Notice provisions will be effective for all protected health information that it maintains.
9. *LSS of MN* will provide individuals with a revised Notice *during Open Enrollment communications or direct mailing when necessary.*
10. Individuals may complain to *LSS of MN* and to the Secretary of the Department of Health and Human Services, without fear of retaliation by the organization, if they believe their privacy rights have been violated. A brief description of how the individual may file a complaint follows: *Questions regarding Human Resource's Privacy policies and procedures may be directed to the Compensation & Benefits Manager. Complaints are to be sent to the contact listed in item 11 of this notice. All complaints will be replied to within 60 days. The original complaint and a copy of the response will be maintained in the employee's benefit file.*
11. *LSS of MN's* contact person for matters relating to complaints is:
  - a. *CFO/VP of Finance*
  - b. *651-969-2300 or 800-582-5260 ext. 300*
  - c. *2485 Como Avenue  
St Paul, MN 55108*
12. This Notice is first in effect on *April 14, 2004.*