

PRIVACY PROMISE

Method HCS understands that your medical and health information is personal. Protecting your health information is important to us. We follow strict federal and state laws that require us to maintain the confidentiality of your health information. **How we use your health information-** When you request secure storage, products, and services from Method HCS, we may use your health information for claim submission and conducting normal business. We keep the records of the care and services provided to you. We keep records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance carrier, or other third party provider. We may contact your insurance carrier to assist you with coverage, care, and/or notify them of upcoming services that may need prior notice or approval. We use health information to improve the quality of care, train staff, provide customer service, manage cost, conduct required business duties, and make plans to better serve our customers. We may use your health information to recommend treatment or DME alternatives, and may tell you about health services to products that may benefit you. We may share information with family or friends involved in your care or payment for your care, when appropriate. We may also share information with third parties who assist us with treatment, payment, and health care operations. Our business associates protect your information by following our strict privacy practices. We keep your records electronically onsite as well as off site on EBridge, a secure, HIPAA compliant data storage facility. **Our privacy responsibilities-** 1. We are required by law to maintain the privacy of your health information. 2. Provide this notice that describes the ways we may use and share your health information. 3. Follow the terms of the notice currently in effect. **Your individual rights-** You may request restrictions on how we use and share your health information. We will consider all requests for restrictions carefully but are not required to agree to any restrictions. You may request that we use a specific telephone number or address to communicate with you. You may request to inspect and request a copy of your health information, including medical and billing records, fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial. You may request corrections or additions to your health information and request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, health care operations, and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request and exclude dates prior to August 1, 2016.

More Information- If you would like more information about your privacy rights, notice of privacy practices, client bill of rights, or CMS supplier standards, please visit our website: www.methodhcs.com. If you are concerned that your privacy rights have been violated or disagree with a decision that we made about access to your health information, you may contact our Privacy Officer at the following: 801-800-8382. **Notice-** If you have any problems fitting or damaged product, or questions regarding the programs and services please contact us at: 801-800-8382, so we may provide you the best service available. It is our goal to serve each person fairly, and provide them with the highest standard of care and confidentiality. Method HCS is open Monday-Friday from 9am to 4pm Mountain Daylight Time. We are closed Saturday, Sunday, and holidays. In case of a medical emergency dial 911.

Please note: Method HCS is not a provider. For your convenience, we are providing a copy of the Assignment of Benefits (AOB), all other documents can be found on our website: www.methodhcs.com. We reserve the right to make changes to this notice at any time and make new privacy practices effective for all information we maintain. You may also request a copy of any notice at any time from our office.