

Privacy and Confidentiality

What privacy and confidentiality rights does my child have?

Your child has the right to have all of his or her personal information and records safeguarded and kept private and confidential. This includes both existing and former members of UnitedHealthcare.

CHIP and UnitedHealthcare follow all the regulations in the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This law protects the privacy of a person's medical records and health information. CHIP and UnitedHealthcare also follow all other state and federal regulations regarding the privacy of medical records and health information.

What kind of information is covered by the privacy and confidentiality policies of UnitedHealthcare?

Protected health information includes items such as your child's:

- Name;
- Address;
- Social security number;
- Birth date;
- Health care services received;
- Premiums paid; and
- Medical record.

Under what circumstances may UnitedHealthcare legally release my child's protected health information?

UnitedHealthcare may release your child's protected health information under the following circumstances:

- As required by law or court order;
- When you provide written authorization to release the information;
- In connection with any of the following actions by UnitedHealthcare:
 - To verify a member's coverage;
 - To arrange for health care treatment and services for your child;
 - To provide payment for health care treatment and services your child received;
 - To coordinate benefits, care, and claims payments between two insurers;
 - To share information as required by law in connection with a member's complaint or grievance;
 - To gather demographic data and other statistical information for use in UnitedHealthcare's quality improvement and utilization management programs;
 - For internal and external audits; and
 - To perform routine business operations necessary to provide your child with quality health care coverage.

What should I do if I think my child's privacy rights have been violated?

If you think that your child's privacy rights have been violated, you may file a written complaint directly with UnitedHealthcare's Privacy Officer at:

UnitedHealth Group
PSMG Privacy Office
MN006-W800
P.O. Box 1459
Minneapolis, MN 55440

or by calling Member Services at 1.800.414.9025.

If you prefer, you may file a formal written complaint with the Secretary of the U.S. Department of Health and Human Services at the address given below. Your complaint must be in written form and must include your name and your child's name. Anonymous complaints will not be accepted.

Office of Civil Rights
Secretary of the U.S. Department of Health and Human Services
150 South Independence Mall West – Suite 372
Philadelphia, PA 19106-3499

How may I learn more about HIPAA and my child's privacy rights?

If you'd like to know more about HIPAA and your child's privacy rights you may contact Member Services at 1.800.414.9025.

You may also learn more by visiting any of the following websites:

- www.UHCCommunityPlan.com
- www.chipcoverspakids.com/chip-resources/resources-for-consumers/
- www.hhs.gov/ocr
- www.dsf.health.state.pa.us