

## ROANOKE COUNTY NOTICE OF HEALTH PLAN'S PRIVACY PRACTICES

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 are enrolled in any of Roanoke County's Health plans, you should know that Roanoke County is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this Notice or if you want more information about the privacy practices at Roanoke County, please contact the Human Resources Privacy Officer, Elijah Daly, P.O. Box 29800, Roanoke, VA, 24018, or by phone at (540) 772-2018.

### How Roanoke County May Use Or Disclose Your Health Information

The following categories describe the ways that Roanoke County may use and disclose your health information. For each category of uses and disclosures, we will explain what we mean and present some examples. Not every use or disclosure in a category will be listed. However, all the ways we are permitted to use and disclose information will fall within one of the categories.

Payment Functions. We may use or disclose health information about you to determine eligibility for plan benefits, obtain premiums, facilitate payment for the treatment and services you receive from health care providers, determine plan responsibility for benefits, and to coordinate benefits. For example, payment functions may include reviewing the medical necessity of health care services, determining whether a particular treatment is experimental or investigational, determining whether a treatment is covered under your plan. For many of these functions we utilize a third party administrator who is considered a business associate.

Health Care Operations. We may use and disclose health information about you to carry out necessary insurance-related activities. For example, such activities may include underwriting, premium rating and other activities relating to plan coverage; conducting quality assessment and improvement activities; submitting claims for stop-loss coverage; conducting or arranging for medical review, legal services, audit services, and fraud and abuse detection programs; and business planning, management and general administration.

Required by Law. As required by law, we may use and disclose your health information. For example, we may disclose medical information when required by a court order in a litigation proceeding such as malpractice action.

Public Health. As required by law, we may disclose your health information to public authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

Health Oversight Activities. We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings related to oversight of the health care system.

Judicial and Administrative Proceedings. We may disclose your health information in the course of any administrative or judicial proceeding.

Law Enforcement. We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

Coroners, Medical Examiners and Funeral Directors. We may disclose your health information to coroners, medical examiners and funeral directors. For example, this may be necessary to identify a deceased person or determine the cause of death.

Organ and Tissue Donation. We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues, as necessary.

Public Safety. We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

National Security. We may disclose your health information for military, national security, prisoner and government benefits purposes.

Worker's Compensation. We may disclose your health information as necessary to comply with worker's compensation or similar laws.

Disclosures to Business Associates. We may disclose your health information to business associates for purposes of administering benefits under the plan. Business associates are entities hired by Roanoke County to perform insurance analysis or other management activities on our behalf.

#### When Roanoke County May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, we will not use or disclose your health information without written authorization from you. If you do authorize us to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. If you revoke your authorization, we will no longer be able to use or disclose health information about you for the reasons covered by your written authorization, though we will be unable to take back any disclosures we have already made with your permission.

#### Statement of your Health Information Rights

Right to Request Restrictions. You have the right to request restrictions on certain uses and disclosures of your health information. Roanoke County is not required to agree to the restrictions that you request. If you would like to make a request for restrictions, you must submit your request in writing to Human Resources Privacy Officer, Kristie Jordan, P.O. Box 29800, Roanoke, VA, 24018.

Right to Request Confidential Communications. You have the right to receive your health information through a reasonable alternative means or at an alternative location. To request confidential communications, you must submit your request in writing to Human Resources Privacy Officer, Kristie Jordan, P.O. Box 29800, Roanoke, VA, 24018. We are not required to agree with your request.

Right to Inspect and Copy. You have the right to inspect and copy health information about you that may be used to make decisions about your plan benefits. To inspect and copy such information, you must submit your request in writing to Human Resources Privacy Officer, Kristie

Jordan, P.O. Box 29800, Roanoke, VA, 24018. If you request a copy of the information, we may charge you a reasonable fee to cover expenses associated with your request.

Right to Request Amendment. You have a right to request that Roanoke County amend your health information that you believe is incorrect or incomplete. We are not required to change your health information and if your request is denied, we will provide you with information about our denial and how you can disagree with the denial. To request an amendment, you must make your request in writing to Human Resources Privacy Officer, Kristie Jordan, P.O. Box 29800, Roanoke, VA, 24018. You must also provide a reason for your request.

Right to Accounting of Disclosures. You have the right to receive a list or "accounting of disclosures" of your health information made by us, except that we do not have to account for disclosures made for purposes of payment functions or health care operations, or made to you. To request this accounting of disclosures, you must submit your request in writing to Human Resources Privacy Officer, Kristie Jordan, P.O. Box 29800, Roanoke, VA, 24018. Your request should specify a time period of up to six years and may not include dates before April 14, 2003. Roanoke County will provide one list per 12 months period free of charge; we may charge you for additional lists.

Right to Paper Copy. Roanoke County employees have a right to receive a paper copy of this Notice to Privacy Practices at any time. To obtain a paper copy of this Notice, send your written request to Human Resources Privacy Officer, Elijah Daly, P.O. Box 29800, Roanoke, VA, 24018. You may also obtain a copy of this Notice at our Internet site, <https://www.roanokecountyva.gov/DocumentCenter/View/23598/HIPAA-Privacy-Notice>.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact Human Resources Privacy Officer, Kristie Jordan, P.O. Box 29800, Roanoke, VA, 24018, or by phone at (540) 772-2018.

#### Changes to this Notice of Privacy Practices

Roanoke County reserves the right to amend this Notice of Privacy Practices at any time in the future and to make the new Notice provisions effective for all health information that it maintains. We will promptly revise our Notice and distribute it to you whenever we make material changes to the Notice. Until such time, Roanoke County is required by law to comply with the current version of this Notice.

#### Complaints

Complaints about this Notice of Privacy Practices or about how we handle your health information should be directed to Kristie Jordan, Assistant Director of Human Resources, P.O. Box 29800, Roanoke, VA, 24018. Roanoke County will not retaliate against you in any way for filing a complaint. All complaints to Roanoke County must be submitted in writing. If you believe your privacy rights have been violated, you may file a complaint with the Secretary of the Department of Health and Human Services.

Effective Date of this Notice: April 14, 2003

Updated: April 1, 2025

#### Disclaimer

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