

Privacy Statement

At Ageless Beauty Rx your privacy is important to us. We will do all we can to protect your care records. By law, we must protect your care records and send you this notice.

How We Use or Share Client Records:

- To help pay your home care bills given to us by insurance companies or other payor sources.
- To help your care providers give you the proper care.
- To assist others who help us provide your care services. We will not share your records with these outside groups unless they agree to protect your records.
- For public care or disaster relief efforts.
- State and federal laws may call for us to give your care records to others for the following reasons:
 - To state and federal agencies that control us
 - To public care groups if we believe there is a serious public care or safety threat.
 - To a care agency for certain activities, such as audits, inspections, licensure and disciplinary actions.
 - To a court or administrative agency.
 - To law enforcement. For example, we may give your records to a law enforcement officer to identify or find someone who is a suspect, fugitive, material witness or missing person.
 - To a government person about abuse, neglect or violence in your home.
 - To a coroner or medical examiner to identify a dead person or help find a cause of death or to a funeral director to help them carry out their duties.
 - To apply, we must get your written approval to use or share your care records with others. If you change your mind, you may stop your written approval at any time. If sharing your care information is not allowed by or limited by a state law, we will obey the law that better protects your care information.

The following are your rights about your care records:

- You have the right to ask us to give your records only to certain people or groups and to say for what reasons.
- You also have the right to ask us to stop your records from being given to family members or others who are involved in your care. Please note that while we will try to follow your wishes, the law does not make us do so.
- You have the right to ask to get confidential communications of your care records.
 - For example, if you believe that you would be harmed if we send your records to your current mailing address, you can ask us to send your care records by other means. Other means might be fax or an alternate address.
- You have the right to view and get a copy of all the records we keep about you in your designated record set.

- This consists of anything we use to make decisions about your care. It includes enrollment, payment, claims processing and medical management records. You do not have the right to get certain types care records. In certain situations, we may not let you get a copy of your care records. You will be informed in writing. You may have the right to have our action reviewed.
- **You have the right to ask us to make changes to wrong or incomplete care records we keep about you.**
 - These changes are known as amendments. We need you to ask for the change in writing. You need to give a reason for your change(s). We will get back to you in writing no later than 60 days after we receive your letter. If we need additional time, we may take up to another 30 days. We will inform you of any delays and the date when we will get back to you.
- **If we make your changes, we will let you know they were made.** We will also give your changes to others who we know have your care records and to other persons you name. If we choose not to make your changes, we will let you know why in writing. You will have a right to submit a letter disagreeing with us. We have a right to answer your letter. You then have the right to ask that your original request for changes, our denial and your second letter disagreeing with us be put with your care records for future disclosures.
- **You have the right to receive a list of certain times we have given your care records to others during the past six years.** By law, we do not have to give you a list of the following:
 - Any care records collected prior to April 14, 2003.
 - Care records given or used for treatment, payment and care operations purposes.
 - Care records given to you or others with your written approval.
 - Information that is incidental to a use or disclosure otherwise permitted.
 - Care records given to persons involved in your care or for other notification purposes.
 - Care records used for national security or intelligence purposes.

Your request must be in writing. We will act on your request within 60 days. If we need more time, we may take up to another 30 days. Your first list will be free. We will give you one free list every 12 months. If you ask for another list within 12 months, we may charge you a fee. We will tell you the fee in advance and give you a chance to take back your request. **If you have any questions about this notice or how we use or share your care records, please call. We can be reached at 1-360-597-2688. That office is open Monday through Friday from 9:00 a.m. to 6:00 p.m.**