



Privacy Notice (Gramm-Leach-Bliley Act)

To Our Members:

Capital Health Plan knows that the way we conduct our business offers us the opportunity to earn your respect and trust. Our members are our reason for being. To that end, we believe our members have the right to privacy and that their non-public personal, financial and health information should be kept confidential.

Our practices to protect your privacy are not new. However, laws now require we notify you annually about our privacy policy concerning:

- What kind of personal information we collect about you and how we obtain it
- How we use your personal information
- What kind of personal information about you we release to other companies
- How we protect your personal information

This Privacy Notice is provided to help you better understand how we protect your non-public personal, financial and health information. If you have questions about our privacy policy, please feel free to contact us. If you are one of our members you can call Member Services at 850-523-7441 or 1-877- 247-6512 (TTY 850-383-3534 or 1-877-870-8943) 8:00 a.m. – 8:00 p.m., seven days a week, October 1 – February 14; 8:00 a.m. - 8:00 p.m., Monday – Friday, February 15 - September 30. State of Florida members call 1-877-392-1532, 7:00 a.m. – 8:00 p.m.

What Kind Of Personal Information Do We Collect And How Do We Obtain It?

Generally, the information includes your name, address, phone number, social security number, date of birth, age, sex, height and weight, occupation, health habits, and general medical information. It could also include accident and injury dates. Most of this information is provided by you.

We obtain personal information about you from the following sources:

- Information you provided us, or an affiliate, on an application form for health plan coverage;
- Information your physician or other health care practitioner provided us;
- Information your employer provides us;
- Information received from other sources.

How Do We Use Your Personal Information?

We use your personal information to perform transactions and functions necessary to implement and administer the health plan benefits purchased from us. On occasion, your personal information is used for reporting or other functions required or permitted by law.

What Kind Of Personal Information About You Do We Release?

We may share any of the information we collect about you (as described above) with our affiliates, namely our health business partners. We may disclose any of the information we collect about you to other parties, including vendors and governmental agencies retained to audit medical records and billings. However, the type and the amount of information we share with others is limited to what is necessary to implement and administer the health plan you have with us, or as otherwise permitted or required by law. We may disclose any of the information we collect about you (as described above) to companies that perform other services on our behalf, including administrative services.

How Do We Protect Your Information?

We maintain physical, electronic, and procedural safeguards to protect your personal information. We access and use your personal information to the extent necessary to administer the health plan services you are entitled to. We establish confidentiality agreements with contracted parties that receive non-public personal financial and health information about you. We restrict access to your non-public personal, financial and health information to those employees who need to know that information to administer the product or service you purchased from us.

Revision History

Compliance Committee Approved Date: 10/23/2001

Reviewed Only: 9/6/2007, 5/17/2011, 2/8/2014, 2/17/2015, 5/23/2017

Revised: 6/2005, 9/14/2012, 5/24/16

Policy Location (s): Compliance Intranet – Compliance Policies - HIPAA Privacy Policies and Procedures; CHP Website, CHP Connect.

