



## YOUR PRIVACY

Dear Molina Healthcare Member:

Your privacy is important to us. We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. Molina wants to let you know how your information is used or shared.

PHI stands for these words, *protected health information*. PHI means health information that includes your name, member number or other identifiers, and is used or shared by Molina.

### Why does Molina use or share your PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To share PHI as required or permitted by law

### What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways

### What must Molina do by law?

- Keep your PHI private.
- Give you written information such as this on our duties and privacy practices about your PHI.
- Follow the terms of the enclosed Notice of Privacy Practices

### What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Healthcare and complain.
- Complain to the Department of Health and Human Services.

We will not hold anything against you. Your action would not change your care in any way.

**The above is only a summary. Please read the enclosed Notice of Privacy Practices. The Notice has more information about how we use and share your PHI.**

We will be happy to answer your questions as a member of Molina Healthcare.

Please call our Member Services Department at 1-888-665-4621 Monday through Friday, 7:00 a.m. to 7:00 p.m.



**This is not a Bill**

If you need help understanding the enclosed information in your language, please call Molina Healthcare Member Services at 1-888-665-4621.

**Սա ՚հաշվեգիր (բիլ) չէ**

Եթե դուք կարիքը ունեք հասկանալու ներքակված տեղեկություն մասին ձեր լեզվով, խնդրում ենք հեռախոսել Molina Healthcare Member Services 1-888-665-4621 հեռախոսահամարով: (Armenian)

**នេះគឺមិនមែនលិខិតទាវលុយទេ**

បើសិនជាលោកអ្នកចង់យល់ឲ្យបានច្បាស់លាស់ពីព័ត៌មានដែលមាននៅក្នុងលិខិតនេះជាភាសាកំណើតរបស់លោកអ្នក សូមលោកអ្នកទូរស័ព្ទមកភ្នាក់ងារ Molina Healthcare Member Services លេខ 1-888-665-4621 ។ (Cambodian)

**這不是帳單**

如果您需要用您的母語來解釋附上的資料，請打電話1-888-665-4621給Molina會員服務部。(Chinese)

**این صورت حساب نیست**

اگر در فهمیدن اطلاعات پیوست به زبان خودتان احتیاج به کمک دارید ، لطفا با بخش سرویس اعضا خدمات درمانی Molina با شماره تلفن 1-888-665-4621 تماس بگیرید. (Farsi)

**이것은 청구서가 아닙니다**

동봉된 정보를 귀하의 모국어로 이해하기 위해 도움이 필요하면 1-888-665-4621의 Molina Healthcare 회원 서비스로 전화하십시오. (Korean)

**Это не счет**

Если Вам нужна помощь с переводом на Ваш язык, чтобы понять всю информацию, содержащуюся в пакете документов, пожалуйста, позвоните в отдел обслуживания клиентов компании Molina Healthcare по телефону 1-888-665-4621. (Russian)

**Esta no es una cuenta**

Si necesita ayuda para entender la información adjunta en su idioma, llame a Servicios al Miembro de Molina Healthcare al 1-888-665-4621. (Spanish)

**Hindi ito isang Singil (Bill)**

Kung kailangan ninyo ng tulong para maintindihan sa inyong wika ang kalakip na impormasyon, tumawag po lamang sa Mga Serbisyo sa Miyembro ng Pangangalagang Pangkalusugan ng Molina sa 1-888-665-4621. (Tagalog)

**Đây không phải là Hóa Đơn**

Nếu quý vị cần được giúp để hiểu chi tiết đính kèm bằng ngôn ngữ của quý vị, xin gọi cho Ban Dịch Vụ Thành Viên Molina Healthcare tại số 1-888-665-4621. (Vietnamese)

**Daim no tsis yog ib daim Nqi them**

Yog koj xav tau kev pab ua koj cov lus kom koj totaub txog cov ntauv uas xa tuaj no, thov hu mus rau Molina Healthcare Lub Chaw Pabcuam Tswvcuab ntauwm 1-888-665-4621. (Hmong)



NOTICE OF PRIVACY PRACTICES  
MOLINA HEALTHCARE OF CALIFORNIA

**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**

Molina Healthcare of California (“Molina” or “we”) uses and shares protected health information about you to provide your health benefits. We use and share your information to carry out treatment, payment and health care operations. We also use and share your information for other reasons as allowed and required by law. We have the duty to keep your health information private. We have policies in place to obey the law. The effective date of this notice is January 1, 2007.

**PHI** stands for these words, *protected health information*. PHI means health information that includes your name, member number or other identifiers, and is used or shared by Molina.

**Why does Molina use or share your PHI?**

**We use or share your PHI to provide you with healthcare benefits. Your PHI is used or shared for treatment, payment, and health care operations.**

**For Treatment.**

Molina may use or share your PHI to give you, or arrange for, your medical care. This treatment also includes referrals between your doctors or other health care providers. For example, we may share information about your health condition with a specialist. This helps the specialist talk about your treatment with your doctor.

**For Payment.**

Molina may use or share PHI to make decisions on payment. This may include claims, approvals for treatment, and decisions about medical need. Your name, your condition, your treatment, and supplies given may be written on the bill. For example, we may let a doctor know that you have our benefits. We would also tell the doctor the amount of the bill that we would pay.

**For Health Care Operations.**

Molina may use or share PHI about you to run our health plan. For example, we may use information from your claim to let you know about a health program that could help you. We may also use or share your PHI to solve member concerns. Your PHI may also be used, to see that claims are paid right.

Health care operations involve many daily business needs. It includes but is not limited to, the following:

- Improving quality
- Actions in health programs to help members with certain conditions (such as asthma)

- Conducting or arranging for medical review
- Legal services, including fraud and abuse programs
- Actions to help us obey laws.
- Address member needs, including solving complaints and grievances.

We may also use your PHI to give you reminders about your appointments. We may use your PHI to give you information about other treatment, or other health-related benefits and services.

**When can Molina use or share your PHI without getting written authorization (approval) from you?**

The law allows or requires Molina to use and share your PHI for several other purposes including the following:

**Required by law.**

We will use or share information about you as required by law. We will share your PHI when required by the Secretary of the Department of Health and Human Services (HHS). This may be for a court case, other legal review, or when required for law enforcement purposes.

**Public Health.**

Your PHI may be used or shared for public health activities. This may include helping public health agencies to prevent or control disease.

**Health Care Oversight.**

Your PHI may be used or shared with government agencies. They may need your PHI for audits.

**Research.**

Your PHI may be used or shared for research in certain cases.

**Law Enforcement.**

Your PHI may be used or shared with police to help find a suspect, witness or missing person.

**Health and Safety.**

PHI may be shared to prevent a serious threat to public health or safety.

**Government Functions.**

Your PHI may be shared with the government for special functions. An example would be to protect the President.

**Victims of Abuse, Neglect or Domestic Violence.**

Your PHI may be shared with legal authorities if we believe that a person is a victim of abuse or neglect.

**Workers Compensation.**

Your PHI may be used or shared to obey Workers Compensation laws.

**Other Disclosures.**

PHI may be shared with funeral directors or coroners to help them to do their jobs.

**When does Molina need your written authorization (approval) to use or share your PHI?**

Molina needs your written approval to use or share your PHI for a purpose other than those listed in this notice. You may cancel a written approval that you have given us. Your cancellation will not apply to actions already taken by us because of the approval you already gave to us.

**What are your health information rights?**

You have the right to:

- **Request Restrictions on PHI Uses or Disclosures (Sharing of Your PHI)**

You may ask us not to share your PHI to carry out treatment, payment or health care operations. You may also ask us to not to share your PHI with family, friends or other persons you name who are involved in your health care. However, we are not required to agree to your request. You will need to fill out a form to make your request.

- **Request Confidential Communications of PHI**

You may ask Molina to give you your PHI in a certain way or at a certain place to help keep your PHI private. We will follow reasonable requests, if you tell us how sharing all or a part of that PHI could put your life at risk. You will need to fill out a form to make your request.

- **Review and Copy Your PHI**

You have a right to review and get a copy of your PHI held by us. This may include records used in making coverage, claims and other decisions as a Molina member. You will need to fill out a form to make your request. We may charge you a reasonable fee for copying and mailing the records. In certain cases we may deny the request.

- **Amend Your PHI**

You may ask that we amend (change) your PHI. This involves only those records kept by us about you as a member. You will need to fill out a form to make your request. You may file a letter disagreeing with us if we deny the request.

- **Receive an Accounting of PHI Disclosures (Sharing of your PHI)**

You may ask that we give you a list of certain parties that we shared your PHI with during the six years prior to the date of your request. The list will not include PHI shared as follows:

- for treatment, payment or health care operations;
- to persons about their own PHI;
- sharing done with your authorization, or
- shared prior to April 14, 2003.

We will charge a reasonable fee for each list if you ask for this list more than once in a 12-month period. You must fill out a form to request a list of PHI disclosures.

You may make any of the requests listed above, or may get a paper copy of this Notice. Please call our Director of Member Services at 1-888-665-4621.

**What can you do if your rights have not been protected?**

You may complain to Molina and to the Department of Health and Human Services if you believe your privacy rights have been violated. We will not do anything against you for filing a complaint. Your care will not change in any way.

You may complain to us at:

Director of Member Services  
One Golden Shore  
Long Beach, CA 90802  
1-888-665-4621

You may file a complaint with the Secretary of the U.S. Department of Health and Human Services at:

Office for Civil Rights  
U.S. Department of Health & Human Services  
50 United Nations Plaza - Room 322  
San Francisco, CA 94102  
(415) 437-8310; (415) 437-8311 (TDD)  
(415) 437-8329 FAX

**What are the duties of Molina?**

Molina is required to:

- Keep your PHI private.
- Give you written information such as this on our duties and privacy practices about your PHI.
- Follow the terms of this Notice

**This Notice is Subject to Change**

**Molina reserves the right to change its information practices and terms of this notice at any time. If we do, the new terms and practices will then apply to all PHI we keep. If we make any material changes, a new notice will be sent to you by US Mail.**

**Contact Information**

If you have any questions, please contact the following office:

Director of Member Services  
Molina Healthcare of California  
One Golden Shore  
Long Beach, CA 90802

Phone: 1-888-665-4621