



HEALTHMAP SOLUTIONS, INC.

**NOTICE OF PRIVACY PRACTICES
EFFECTIVE: November 1, 2021**

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. Uses and disclosures of protected health information (“PHI”) are regulated by a federal law known as HIPAA (the Health Insurance Portability and Accountability Act). You may find these rules at 45 Code of Federal Regulations Parts 160 and 164. This Notice of Privacy Practices (“Notice”) attempts to summarize these regulations. The regulations will supersede any discrepancy between the information in this Notice and the regulations.

Introduction

In order to provide comprehensive medical management services, Healthmap Solutions, Inc. (“Healthmap Solutions”) must obtain and maintain protected health information (“PHI”). This Notice describes the types of information that are collected and your rights regarding how that information can be used.

PHI is individually identifiable health information that is created or received by your provider, your health plan or insurer, or a data clearinghouse. PHI can be maintained or transmitted in any form or medium (oral, written, or electronic). It relates to the past, present, or future:

1. condition of your physical or mental health,
2. health care provided to you, or
3. payment for the health care provided to you.

PHI does not include summary health information, publicly available information, or information that has been de-identified according to the standards for de-identification provided for in the HIPAA Privacy Rule (“Privacy Rule”).

Permitted/Required Uses and Disclosures of PHI

Your PHI will be used and disclosed for the purpose of routine treatment, payment, and health care operations.

Use and Disclosure for Treatment

Your PHI may be used by and disclosed to your health plan, insurer, or health care providers including, but not limited to, doctors, nurses, laboratory technicians, and other health care personnel involved in your treatment.

Use and Disclosure for Payment

Your PHI may be used by and disclosed to your health plan or insurer. This category of uses and disclosures also includes verification of participation or enrollment in the plan, eligibility for coverage and plan benefits. Your PHI may be shared with persons involved in utilization review, including pre-certification, pre- authorization, and concurrent and retrospective review, to assist in reimbursement of health care claims or other claims payment.



Use and Disclosure for Health Care Operations

Your PHI may be used and disclosed for health care operations, such as plan operation purposes, including, but not limited to: quality review assessments; audits, including fraud, waste, and abuse detection and compliance programs; business management and planning; compliance review; and regulatory review and other legal compliance reviews. In addition, your PHI may be used and disclosed for case management, care coordination, contacting of health care providers and patients with information about treatment, drug and disease management alternatives and other related functions that do not include treatment.

We may share this information with our business associates for purposes of utilization reviews, appropriateness of care reviews, peer review for resolution of grievances, consultation with outside health care providers, consultants and attorneys, and other health related benefits and services that may be of interest to you. We require our business associates to sign an agreement specifying their compliance with our privacy policies and applicable state and federal laws and regulations, such as HIPAA.

We have developed company policies and procedures in order to ensure the privacy of your PHI. These policies and procedures are based on appropriate administrative, technical, and physical safeguards necessary to maintain confidentiality. Access to your PHI is limited to those individuals that have a legitimate business need for that information. This protection extends to the use of your PHI by our business associates.

Other Permitted/Required Uses and Disclosures of PHI

We, or our business associates, may use and disclose your protected health information for reasons permitted by the Privacy Rule, including but not limited to the following:

- those required by law,
- in response to a court order or other legal proceeding,
- judicial and administrative proceedings,
- law enforcement purposes,
- to comply with worker's compensation or other similar laws,
- public health activities,
- health oversight activities,
- reporting abuse, neglect, or domestic violence,
- the military if you are a member of the armed services,
- correctional institutions if you are an inmate,
- disclosures of decedent's information to coroners, medical examiners, and funeral directors,
- organ, eye, or tissue donation purposes, and
- national security and intelligence agencies as authorized by law.

We will only use or disclose the minimum amount necessary to perform these functions. We may disclose PHI to the sponsor of your health plan for any purpose described in this section.

Other Uses and Disclosures of PHI

Uses and disclosures of PHI for purposes other than those described in Permitted/Required Uses and Disclosures of PHI will be made only with your written authorization, or the written authorization of an individual with the authority to act in your capacity, if applicable. If you provide Healthmap authorization to use or disclose your PHI, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose information following the specific purpose contained in the authorization. However, Healthmap cannot take back any disclosures already made with your authorization, and that Healthmap is required to retain any records we may have containing your PHI. If you revoke your





authorization for payment or health care operations, you may jeopardize the administration of the benefits under your health plan.

Your Individual Rights with Respect to PHI

Upon written request, you have the right to:

- request restrictions on certain uses and disclosures of your PHI,
- receive confidential communication of PHI,
- access our records containing descriptions of your PHI,
- request an amendment to your PHI, and
- receive an accounting of PHI disclosures and disclosures made in compliance with the Privacy Rule for which an accounting is required.

Unless specifically requested otherwise, we will communicate PHI in connection with treatment, payment, or health care operations, with any family member covered under your plan. Should any family member want a restriction on such disclosure of PHI, they must request such restriction in writing. Although we are not required to agree to a requested restriction or amendment to your PHI, we will consider all factors explained in the request.

Our Duties Regarding the Use and Disclosure of PHI

We are committed to maintaining your privacy and are required by law to maintain the privacy of PHI, to provide you with notice of our legal duties and privacy practices with respect to PHI, and to abide by the terms of the Notice of Privacy Practices currently in effect.

We reserve the right to change the terms of this Notice, and have such change be effective for all PHI that is maintained. The current version of the Notice will be posted to Healthmap Solution's website at the URL <https://hub.healthmapsolutions.com/for-patients>

How to File a Complaint Regarding the Use and Disclosure of PHI

If you believe your privacy rights have been violated, you may file a complaint with:

1. Healthmap
 - a. Email: by contacting the Privacy Officer via email at compliance@healthmapsolutions.com
 - b. In Writing: to Healthmap Solutions, Inc. Attn: Privacy Officer, 4631 Woodland Corporate Blvd., Unit 201, Tampa, FL 33614
 - c. By Phone: 1-800 441-4259 or 939-303-2143 (Puerto Rico)
2. The U. S. Department Secretary of Health and Human Services, Hubert H. Humphrey Building, 200 Independence Avenue, Washington, D. C. 20201. All complaints must be in writing.

You will not be retaliated against nor receive remuneration for filing a complaint.





How to Contact Us

If you have any questions regarding this Notice or the subjects addressed in it, you may contact the following:

Privacy Officer
Healthmap Solutions
4631 Woodland Corporate Blvd., Unit 201
Tampa, FL 33614

1-800 441-4259 or 939-303-2143 (Puerto Rico)

compliance@healthmapsolutions.com

Last Reviewed: February 4, 2025

