



Helpside Benefits Privacy Notice

This describes how information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Notice of Health Information Practices

The Helpside Employee Medical Plan, Dental Plan and Cafeteria Plan collect the following types of information in order to provide benefits:

- Information that you provide to the plan to enroll in the plan, including personal information such as your address, telephone number, date of birth, and Social Security Number.
- Plan contributions and account balance information.
- The fact that you are or have been enrolled in the plans.
- Health-related information received from any of your physicians or other healthcare providers.
- Change in plan enrollment (i.e. adding or dropping a participant or adding or dropping a benefit).
- Payment of plan benefits.
- Claims adjudication.
- Case or medical management.
- Other information about you that is necessary for us to provide you with health benefits.

Understanding Your Health Record/Information

Each time you visit a hospital, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, services as a:

- Basis for planning your care treatment.
- Means of communication among the many health professionals who contribute to your care.
- Legal document describing the care you received.
- Means by which you or a third-party payer can verify that services billed were actually provided.
- Tool with which the plan sponsor can assess and continually work to improve the benefits offered by the group healthcare plan.

Understanding what is in your record and how your health information is used helps you to:

- Ensure its accuracy.
- Better understand who, what when, where, and why others may access your health information.
- Make more informed decisions when authorizing disclosure to others.

Your Health Information Rights

Although your health record is the physical property of the plan, the healthcare practitioner, or the facility that compiled it, the information belongs to you. You have the right to:

- Request a restriction on otherwise permitted uses and disclosures of your information for treatment, payment and healthcare operations purposes, and disclosures to family members for care purposes.
- Obtain a paper copy of this notice of information practices upon request, even if you agreed to receive the notice electronically.
- Inspect and obtain a copy of your health records by making a written request to the plan privacy officer.
- Amend your health record by making a written request to the plan privacy officer that includes a reason to support the request.
- Obtain an accounting disclosure of your health information made during the previous six years by making a written request to the plan privacy officer.
- Request communications of your health information by alternative means or at alternative locations.
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken



Plan Responsibilities

The Helpside, Medical Plan, Dental Plan, and Cafeteria Plan are required to:

- Maintain the privacy of your health information.
- Provide you with this notice as to the plan's legal duties and privacy practices with respect to information that is collected and maintained about you.
- Abide by the terms of this notice.
- Notify you if the plan is unable to agree to a request restriction.
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

The plan will restrict access to personal information about you only to those individuals who need to know that information to manage the plan and its benefits. The plan will maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information. Under the privacy standards, individuals with access to plan information are required to:

- Safeguard and secure the confidential personal financial information and health information as required by law. The plan will only use or disclose your confidential health information without your authorization for purpose of treatment, payment or healthcare operations. The plan will only disclose your confidential health information to the plan sponsor for plan administration purposes.
- Limit the collection, disclosure, and use of participant's healthcare information to the minimum necessary to administer the plan.
- Permit only trained, authorized individuals to have access to confidential information.

Individuals who violate this policy will be subject to the company's established disciplinary process.

Business associates: There are some services provided to the plan through business associates. Examples include accountants, attorneys, actuaries, medical consultants, and financial consultants, as well as those who provide managed care, quality assurance, claims processing, claims auditing, claims monitoring rehabilitation, and copy services. When these services are contracted, it may be necessary to disclose your health information our business associates in order for them to perform the job we have asked them to do. To protect employees' health

information, however, the company will require the business associates to appropriately safeguard this information.

Benefit coordination: The plan may disclose health information to the extent authorized by and to the extent necessary to comply with plan benefit coordination.

Workers' compensation: The plan may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs established by law.

Law enforcement: The plan may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

The plan reserves the right to change its practices and to make the new provisions effective for all protected health information it maintains. Should the company's information practices change, it will mail a revised notice to the address supplied by each employee.

The plan will not use or disclose employees' health information without their authorization, except as described in this notice.

For More Information or to Report a Problem

If you would like additional information, or believe your privacy rights have been violated, contact:

Helpside
Attn: Helpside Privacy Officer
PO Box 849
Pleasant Grove, UT 84062

There will be no retaliation for filing a complaint. You may also file a written complaint with the Office of Civil Rights of the U.S. Department of Health and Human Services.

The plan reserves the right to change the terms of this notice and no make the new notice provisions effective for all protected health information that it maintains. A new notice will be sent to you by first-class mail.

The effective date of this notice is April 14, 2004.