



Notice of Privacy Practices

HIPAA & 42 CFR Part 2 – Combined Notice

Effective Date: March 27, 2026

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.

Who We Are

Wellpoint Care Network is a HIPAA-covered health care provider. Certain services we provide are subject to the federal confidentiality law for substance use disorder records (42 CFR Part 2).

Your Rights

You have the right to:

- Get a copy of your health records
- Ask us to correct your health records
- Request confidential communications
- Ask us to limit what we use or share
- Get a list of those with whom we have shared your information
- Choose someone to act for you
- File a complaint if you believe your rights have been violated

Substance Use Disorder Records 42 CFR Part 2

Federal law protects the confidentiality of substance use disorder treatment records. We may not disclose records that identify you as having or having had a substance use disorder unless you give written consent or the law permits otherwise.

You may provide one written consent that allows us to use and disclose your substance use disorder records for treatment, payment, and health care operations.

We may disclose substance use disorder records without your consent only in limited circumstances, such as:

- Medical emergencies
- Research, audit, or evaluation activities
- Reports of suspected child abuse
- Crimes committed on the premises or against program staff

Uses and Disclosures

We may use and share your health information for treatment, payment, and health care operations, and as otherwise required or permitted by law. Any use or disclosure of substance use disorder records not described in this notice will be made only with your written consent, unless otherwise permitted by law. An authorization may be revoked by the person at any time.

Uses/disclosures not described in the notice will only occur with consent unless a legal exception applies. Examples include:

- Sharing SUD records with another provider
- Sharing with family
- Sharing with an employer or insurer

Other uses and disclosures that may occur without authorization are:

- De-identified public health reporting
- Health oversight
- Law enforcement, to avert a serious threat
- Organ/tissue donation
- Workers' compensation
- Specialized government functions

Marketing, sale of PHI, and most psychotherapy notes disclosures (distinct from Part 2 counseling notes) require a written authorization.

Restrictions

if a person pays for their service in full out-of-pocket, they can require you not to disclose that item/service to a health plan (unless disclosure is required by law).

Redisclosure

Recipients of your information may be subject to federal or state privacy laws. Substance use. Recipients that are HIPAA covered entities or BAAs may disclose your SUD records in accordance with HIPAA except for use in civil, criminal, administrative, or legislative proceedings unless you consent or a court orders it after notice to you.

Our Responsibilities

We are required by law to maintain the privacy of your health information, provide you with this notice, notify you if a breach occurs, and follow the duties and privacy practices described here. When state law provides greater privacy protection than federal law, we follow state law. Wisconsin statutes prohibit disclosure related to HIV testing status without written consent.

Complaints

You may file a complaint with us or with the U.S. Department of Health and Human Services Office for Civil Rights if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

Complaints (con't.)

For questions or concerns regarding this notice please contact:

Kim Bequest, Director of Quality Improvement / Client Rights Specialist

Phone: **(414) 465-5132** Email: kbequest@wellpointcare.org

You may also file a complaint with HHS Office for Civil Rights at OCRComplaint@hhs.gov

The terms of this notice can change, and the changes will apply to all information we have about you. The new notice will be available on request.