

## NOTICE OF PRIVACY PRACTICES:

### Confidentiality of your health care information

**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.**

This notice is required by law to tell you how Healthcare Solution Advisors, LLC. and its affiliates protect the confidentiality of your health care information in our possession. Protected Health Information (PHI) is defined as any individually identifiable information regarding a patient's health care history; mental or physical condition; or treatment. Some examples of PHI include your name, address, telephone and/or fax number, electronic mail address, social security number or other identification number, date of birth, date of treatment, treatment records, and enrollment and claims records. Healthcare Solution Advisors, LLC receives, uses, and discloses your PHI to facilitate the Advisor benefit program as permitted or required by law. Any other disclosure of your PHI without your authorization is prohibited. You may request a copy of this notice anytime by contacting the address or phone number at the end of this notice.

### Permitted Uses and Disclosures of Your PHI

We are permitted to use or disclose your PHI without your prior authorization for the following purposes. These permitted uses and/or disclosures include disclosures to you, uses and/or disclosures for purposes of facilitating enrollment in the Fiserv/Trustmark insurance programs, and enrollment in other insurance programs offered through this benefit initiative. We may disclose PHI to third parties that perform services for Healthcare Solution Advisors, LLC in the administration of your benefits. These parties are required by law to sign a contract agreeing to protect the confidentiality of your PHI. Your PHI may be disclosed to an affiliate that performs services for Healthcare Solution Advisors, LLC in the administration of your benefits. These affiliates have implemented privacy policies and procedures and comply with applicable federal and state law.

We are also permitted to use and/or disclose your PHI to comply with a valid authorization, to notify or assist in notifying a family member, another person, or a personal representative of your condition, to assist in disaster relief efforts, and to report victims of abuse, neglect, or domestic violence. Other permitted uses and/or disclosures are for purposes of health oversight by government agencies, judicial, administrative, or other law enforcement purposes. Additionally, with certain restrictions, we are permitted to use and/or disclose your PHI for underwriting. We are also permitted to incidentally use and/or disclose your PHI during the course of a permitted use and/or disclosure, but we must attempt to keep incidental uses and/or disclosures to a minimum. We use administrative, technical, and physical safeguards to maintain the privacy of your PHI, and we must limit the use and/or disclosure of your PHI to the minimum amount necessary to accomplish the purpose of the use and/or disclosure.

### Examples of Uses and Disclosures of Your PHI

Such activities may include but are not limited to: collecting enrollment information and premiums, reviewing the quality of health care you receive, providing customer service, resolving your grievances, and sharing payment information with other insurers. Additional examples include the following.

- Uses and/or disclosures of PHI in facilitating program implementation and enrollment.
- Uses and/or disclosures of PHI for premium payment to insurance carrier partners
- Uses and/or disclosures of PHI for health care operations, including claim resolution and other customer service activities.

### Disclosures Without an Authorization

We are required to disclose your PHI to you or your authorized personal representative (with certain exceptions), when required by the U. S. Secretary of Health and Human Services to investigate or determine our compliance with law, and when otherwise required by law. Healthcare Solution Advisors, LLC may disclose your PHI without your prior authorization in response to the following:

- Court order;
- Order of a board, commission, or administrative agency for purposes of adjudication pursuant to its lawful authority;
- Subpoena in a civil action;
- Investigative subpoena of a government board, commission, or agency;  
Subpoena in an arbitration;
- Law enforcement search warrant; or
- Coroner's request during investigations

## Disclosures Healthcare Solution Advisors, LLC. Makes With Your Authorization

Healthcare Solution Advisors, LLC. will not use or disclose your PHI without your prior authorization if the law requires your authorization. You can later revoke that authorization in writing to stop any future use and disclosure. The authorization will be obtained from you by Healthcare Solution Advisors, LLC or by a person requesting your PHI from Healthcare Solution Advisors, LLC.

## Your Rights Regarding PHI

**You have the right to request an inspection of and obtain a copy of your PHI.** You may access your PHI by contacting the appropriate Healthcare Solution Advisors, LLC office listed below. You must include (1) your name, address, telephone number and identification number and (2) the PHI you are requesting. Healthcare Solution Advisors, LLC may charge a reasonable fee for providing you copies of your PHI. Healthcare Solution Advisors, LLC will only maintain that PHI that we obtain or utilize in providing your health care and other insurance benefits.

You may not inspect or copy PHI compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, or PHI that is otherwise not subject to disclosure under federal or state law. In some circumstances, you may have a right to have this decision reviewed. Please contact the privacy office as noted below if you have questions about access to your PHI.

**You have the right to request a restriction of your PHI.** You have the right to ask that we limit how we use and disclose your PHI. We will consider your request but are not legally required to accept it. If we accept your request, we will put any limits in writing and abide by them except in emergency situations. You may not limit the uses and disclosures that we are legally required or allowed to make.

**You have the right to get this notice by e-mail.** You have the right to get a copy of this notice by e-mail. Even if you have agreed to receive notice via e-mail, you also have the right to request a paper copy of this notice.

## Complaints

You may complain to us or to the U. S. Secretary of Health and Human Services if you believe that Healthcare Solution Advisors, LLC has violated your privacy rights. You may file a complaint with us by notifying the privacy office as noted below. We will not retaliate against you for filing a complaint.

## Contacts

You may contact the Privacy Department at the address and telephone number listed below for further information about the complaint process or any of the information contained in this notice.

Healthcare Solution Advisors, LLC  
3620, #326 Pelham Road  
Greenville, SC 29615  
(877) 834-4469

This notice is effective on and after August 01, 2007.