plans for everyone. individuals >> seniors >> families >> businesses

MercyCare Health Plans is a Qualified Health Plan issuer in the Health Insurance Marketplace.
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MercyCare Health Plans
Discover the benefits

MercyCare Health Plans has been providing health care coverage since 1994 and has grown to over 40,000 members.

Our insurance plans are accepted by over 400 medical providers in southern Wisconsin and northern Illinois.

MercyCare coordinates all aspects of health care to offer our subscribers the best health benefits possible at the lowest cost.

MercyCare is proud to offer dependable, affordable care close to home.

Live well.
We’ll insure you do.
What makes Mercy Health System different

With advanced specialty services, there's no need to leave the area for your health care.

MercyCare's integration with Mercy Health System gives members access to Mercy's three hospitals, 70 medical facilities, post-acute services (home health services and equipment, and hospice), pharmacies and retail services. As a nationally recognized, vertically integrated health system, Mercy's 400 primary and specialty care physicians and 4,000 health care professionals will do whatever it takes to keep you well.

Integrated services
With over 80 specialty services—from heart to reconstructive surgery and neurosurgery, to physical therapy and primary care, to the highly advanced services mentioned below—Mercy offers it all, right here at home.

Lifesaving Level II trauma center
As the only level II trauma center in south-central Wisconsin, Mercy Hospital and Trauma Center is the area’s busiest emergency and trauma care provider. Mercy leads the way in pre-hospital emergency trauma care with the MD-I emergency response vehicle. With the MD-I, Mercy’s emergency medicine/trauma physicians drive directly to the scene of emergencies to provide on-scene care.

Stopping heart attacks fast
As the area’s first and only hospital to receive full chest pain center accreditation from the Society of Cardiovascular Patient Care, Mercy treats patients experiencing heart attack faster to preserve precious heart muscle. State-of-the-art cardiac catheterization labs and lifesaving procedures allow Mercy’s team to successfully open blocked arteries in as little as 27 minutes, significantly faster than the national standard of 90 minutes.

Advanced Primary Stroke Center
As a Joint Commission-certified Primary Stroke Center, Mercy provides 24-hour rapid response to stroke patients, with outcomes comparable with the best programs in the country.

Leading the region in cancer care
The Mercy Regional Cancer Center has received the highest approval rating from the American College of Surgeons’ Commission on Cancer.

Raising the bar in joint replacement
The Mercy Regional Joint Replacement Center at Mercy Hospital and Trauma Center is Rock County’s only facility with total hip and knee replacement certification from The Joint Commission.

Awarded national certifications in five critical specialties. Because you deserve only the best.
What makes Mercy Health System different

When it comes to safeguarding your health, MercyCare Health Plans gives you access to a network of top Mercy Health System specialists right here at home, so it’s easy to get the care you need, when you need it.

Mercy offers over 150 specialty services that range from the most basic to the highly complex. Right here at home, our patients receive the highest standard of care, including:

- **Verified** Level II emergency trauma care
- **Certified** primary stroke care
- **Cardiac catheterization labs** 24/7
- **Certified** heart failure care
- **Certified** chest pain care
- **Accredited** cancer care (radiation and chemotherapy)
- **Accredited** joint replacement care
- **Imaging center/radiology (all modalities)** 24/7
- **Neurosurgery physician coverage** 24/7
- **Orthopaedic physician coverage** 24/7
- **InQuicker for emergency, urgent and immediate care**
- **Hospice and home health care** (owned)
- **MD-I emergency response vehicles**
- **ICU critical care physician coverage** 24/7
- **Dialysis** (inpatient and outpatient)
- **Breast health navigators**
- **Mental health services** (inpatient and outpatient)
- **Addiction treatment** (inpatient and outpatient)
- **Skilled nursing—Mercy Manor Transition Center**
- **Sports medicine and rehabilitation** (official sports medicine provider for area schools, Janesville Jets, UW-Whitewater Warhawks)

*This data is based on a survey of public records as of 10/14/14.*
Finding a doctor

Visit MercyCareHealthPlans.com and select the “Find a doctor/Facility” box. Select your plan and enter your search criteria and your search results will appear.

If you would like a paper copy of our provider directory, please call MercyCare’s customer service department at (800) 895-2421.
Finding a provider

If you are looking for a provider, MercyCare Health Plans offers a complete, up-to-date listing of our physicians, clinics and pharmacies at MercyCareHealthPlans.com.

To locate a participating provider, follow these simple steps.
2. Click on the “Find a Doctor/Facility” box on the home page.
3. Select your plan.
4. Search by location, specialty or name.

A printed copy of our provider directory is also available upon request. Please call MCHP at (800) 895-2421 to have a copy sent to you.

*Where applicable. Not all providers are available on all plans. See your provider directory for plan providers.
Hospitals
24-hour emergency care

Mercy Hospital and Trauma Center
1000 Mineral Point Ave.
Janesville, WI 53548
(608) 756-6661
InQuicker

Mercy Hospital and Trauma Care
Emergency North
3400 Deerfield Dr.
Janesville, WI 53546
(608) 314-3605
Monday-Friday, 7 am-9 pm
Saturday, Sunday, holidays, 9 am-9 pm
InQuicker

Mercy Walworth Hospital
and Medical Center
N2950 State Rd. 67
Lake Geneva, WI 53147
(262) 245-2230
InQuicker

Mercy Harvard Hospital
901 Grant St.
Harvard, IL 60033
(815) 943-5431

Fort HealthCare, Inc.
Fort Memorial Hospital
611 Sherman Ave. East
Fort Atkinson, WI 53538
(920) 568-5000

Watertown Memorial Hospital
125 Hospital Dr.
Watertown, WI 53098
(920) 262-4210

Urgent care

Mercy East Urgent Care
3524 E. Milwaukee St.
Janesville, WI 53546
(608) 756-8484
Monday-Friday, 8 am-8 pm
Saturday-Sunday, 9 am-5 pm
InQuicker

Mercy South Urgent Care
849 Kellogg Ave.
Janesville, WI 53546
(608) 755-7960
Monday-Friday, 8 am-5 pm
Saturday, 8 am-noon
InQuicker

Mercy North Urgent Care
3400 Deerfield Dr.
Janesville, WI 53546
(608) 314-3605
Monday-Friday, 7 am-9 pm
Saturday, Sunday, holidays, 9 am-9 pm
InQuicker

Mercy Mall Urgent Care
1010 N. Washington St.
Janesville, WI 53548
(608) 741-3800
Saturday-Sunday, 7 am-7 pm
InQuicker

Mercy Beloit Urgent Care
2825 Prairie Ave.
Beloit, WI 53511
(608) 363-5500
Monday-Friday, 5-8 pm
Saturday, 8 am-1 pm

Mercy Walworth Urgent Care
N2950 State Rd. 67
Lake Geneva, WI 53147
(262) 245-2230
Monday-Friday, 8 am-8 pm
Saturday-Sunday, 9 am-1 pm
InQuicker

Mercy Whitewater Urgent Care
507 W. Main St.
Whitewater, WI 53990
(262) 473-0401
Monday-Friday, 5-9 pm
Saturday, 9 am-2 pm

Fort HealthCare Lake Mills Urgent Care
200 E. Tyranena Park Rd.
Lake Mills, WI 53551
(920) 648-3113
Monday-Friday, 5-8 pm
Saturday, 8 am-8 pm
Sunday, 10 am-8 pm

Watertown Memorial Hospital
Urgent Care
(located outside emergency department)
806 Schuman Dr.
Watertown, WI 53098
(920) 262-4222
Daily, 10 am-8 pm

Immediate care

Mercy McHenry Immediate Care
3922 Mercy Dr.
McHenry, IL 60050
(815) 578-2020
Monday-Saturday, 8 am-6 pm
InQuicker

Mercy Woodstock Immediate Care
2000 Lake Ave.
Woodstock, IL 60098
(815) 337-1544
Monday-Friday, 8 am-8 pm
Saturday-Sunday, 8 am-6 pm
InQuicker
Mercy specialty pharmacy program

Prescription list

<table>
<thead>
<tr>
<th>Medication</th>
<th>Medication</th>
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<tbody>
<tr>
<td>Avonex</td>
<td>Mycophenolate</td>
</tr>
<tr>
<td>Copaxone</td>
<td>(CellCept)</td>
</tr>
<tr>
<td>Aranesp</td>
<td>Neulasta</td>
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<tr>
<td>Betaseron</td>
<td>Neupogen</td>
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<tr>
<td>Budesonide EC</td>
<td>Peg-Intron</td>
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<tr>
<td>(Entocort EC)</td>
<td>Pegys</td>
</tr>
<tr>
<td>Cimzia</td>
<td>Pradaxa</td>
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<tr>
<td>Dificid</td>
<td>Procrit</td>
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<tr>
<td>Elmiron</td>
<td>Pulmozyme</td>
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<tr>
<td>Enbrel</td>
<td>Rebif</td>
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<tr>
<td>Enoxaparin</td>
<td>Ribavirin</td>
</tr>
<tr>
<td>(Lovenox)</td>
<td>Rilutek</td>
</tr>
<tr>
<td>Epogen</td>
<td>Savella</td>
</tr>
<tr>
<td>Extavia</td>
<td>Sensipar</td>
</tr>
<tr>
<td>Forteo</td>
<td>Simponi</td>
</tr>
<tr>
<td>Giletnya</td>
<td>Tacrolimus</td>
</tr>
<tr>
<td>Gleevec</td>
<td>(Prograf)</td>
</tr>
<tr>
<td>Humira</td>
<td>Tarceva</td>
</tr>
<tr>
<td>Interferon</td>
<td>Temodar</td>
</tr>
<tr>
<td>Intron-A</td>
<td>TOBI</td>
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<tr>
<td>Isotretinoin</td>
<td>Vancomycin</td>
</tr>
<tr>
<td>(Accutane)</td>
<td>(Vancocin)</td>
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<tr>
<td>Leukine</td>
<td>Xeloda</td>
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<td></td>
<td>Zyvox</td>
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</tbody>
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MercyCare Health Plans uses Mercy Health System pharmacies, which are categorized as specialty pharmacies. Only these specialty pharmacies are used to dispense the select medications listed.

Some of the medications require prior authorization from MercyCare Health Plans. After the request has been received and approved, MercyCare members are required to select a Mercy pharmacy to obtain the prescribed medication. For more information, contact customer service at (800) 895-2421.

Although every attempt is made to ensure this listing is current, those drugs included or excluded are subject to change at any time.

Please contact customer service at (800) 895-2421 to confirm the medications you are taking still apply.

Frequently asked questions

Q. When should I re-order my prescription(s)?
Re-order when you have 10 to 14 days of medication remaining.

Q. How do I pay for my order?
You may pay by credit card or flexible spending card. Checks and money orders are accepted for in-store pick-ups only. If you are a Mercy partner, you may also use payroll deduction.

Q. Where can I learn more about my medication?
Significant information pertaining to the use of your medication, possible side effects and instructions, are enclosed in each package.

Please call (608) 755-8700 or (877) 597-6627 for further assistance.
Prescription drug policies and coverage criteria

Prescription formulary
Pharmaceutical management procedures and our formulary are available online at MercyCareHealthPlans.com. You can find this information by selecting the “Current Members” tab and clicking on “Pharmacy Programs.” If you would like a paper copy, please call MercyCare’s customer service department at (800) 895-2421.

Certificate of coverage
Information on covered and non-covered benefits is included in your Certificate of Coverage (COC). It is also available at MercyCareHealthPlans.com, where you will select the “Current Members” tab and click on “Forms and Documents” to choose the COC you would like to view.

Member handbook
This tab also includes the member handbook with information about:
- Choosing practitioners and scheduling appointments
- Utilization management procedures
- Case management programs

If you would like a paper copy of your COC or member handbook, please call MercyCare’s customer service department at (800) 895-2421.
With Mercy’s Pharmacy Express Prescription Refill Service, you can request your refills from any Internet device 24/7. Our online service is quick and easy to use with any Internet-connected computer or mobile device. Visit pharmacy.mercyhealthsystem.org.

**Mercy East Pharmacy**  
3524 E. Milwaukee St.  
Janesville, WI 53546  
(608) 754-5194  
With drive-up service  
Monday-Friday, 8:30 am-6 pm  
Saturday, 9 am-1 pm

**Mercy West Pharmacy**  
1000 Mineral Point Ave.  
Janesville, WI 53548  
(608) 741-6980  
Daily, 8:30 am – 5:30 pm  
Closed, holidays

**Mercy Mall Pharmacy**  
1010 N. Washington St.  
Janesville, WI 53548  
(608) 754-0286  
Monday-Friday, 8 am-6 pm  
Saturday, 9 am-1 pm  
Closed Sunday and holidays

**Mercy Mail Order Pharmacy**  
Monday-Friday, 8 am-5 pm  
(877) 597-6627

**Mercy Milton Pharmacy**  
725 S. Janesville St.  
Milton, WI 53563  
(608) 868-6777  
Monday-Friday, 9 am-6 pm  
Saturday, 9 am-1 pm

**Mercy Walworth Pharmacy**  
Hwys. 50 and 67  
Lake Geneva, WI 53147  
(262) 245-2319  
Monday-Friday, 8 am-6 pm  
Saturday, 9 am-1 pm

**Mercy Woodstock Pharmacy**  
2000 Lake Ave.  
Woodstock, IL 60098  
(815) 337-4116  
Monday-Friday, 9 am-6 pm  
Saturday, 9 am-1 pm
Every month, Mercy Health System has dozens of free or low-cost health information seminars, medical screenings and physical education classes for all ages. The friendly MercyCare HealthLine staff will tell you where and when a class is, how much it will cost, and can register you, all with one easy, toll-free call.

**Count on MercyCare Healthline for:**
- FREE health information
- FREE referral service to over 400 physicians in Wisconsin and Illinois
- FREE information and registration for health education classes, screenings and seminars

**Fast medical advice when emergencies strike**
It’s often hard to know when a health problem requires urgent attention. MercyCare HealthLine nurses can assess your situation and help you decide what to do and where to turn, any time of the day or night.

Because we believe our members deserve more than just health insurance, we’ve created the MercyCare HealthLine.

When you call the MercyCare HealthLine, you’ll speak with a customer service representative who can answer your questions about community education classes and services Mercy offers, help you find the right doctor, or put you in contact with a registered nurse.

Please have your subscriber number handy when you call.

**Your one-call access to a wealth of information**
You can trust even your most serious health concerns to MercyCare HealthLine nurses.

Why? Because they are backed by the world-class medical professionals at Mercy Health System and have access to a computerized database of medical information. It’s like having a medical reference library in your own home—and it’s always free!

**It’s like having a nurse in your own home!**

**MercyCare HealthLine**

24/7/365

(608) 758-5770 or (888) 756-6060
Our programs help:

- Support physician and patient relationships, reinforcing teaching and treatment plans
- Promote self-management to help you learn how to gain better control and enjoy life
- Explain which tests, services and supplies are included in your benefits

Chronic health problems

MercyCare’s certified health educator can help you assess your current health and lifestyle, and coordinate services to meet your health needs through available resources that promote positive outcomes if you are identified as having:

- Asthma
- Kidney disease
- Diabetes
- Complex conditions

Are you thinking about?

- Getting more exercise
- Changing your diet
- Smoking cessation
- Or is there something else bothering you

Together, you and MercyCare can focus on the area that is most important for you to concentrate on to improve your health.

Please feel free to call MercyCare’s customer service department if you have any questions.

Phone: (800) 895-2421
TTY: (800) 947-3529
“It’s easy to quit smoking. I’ve done it hundreds of times.” – Mark Twain

If you have tried to quit smoking, you know how hard it can be. It is difficult because nicotine is a very addictive drug. Once you make the decision to quit smoking, MercyCare would like to help. MercyCare offers the following resources to help you successfully quit smoking:

The following medicines are covered under most MercyCare drug plans when prescribed by a doctor:
- Bupropion SR (generic Zyban), taken by mouth
- Newly approved Chantix (varenicline), taken by mouth (can’t be taken with other nicotine products)
- Nicotine patches, inhalers, nasal sprays, gum and lozenges

Smoking cessation classes and acupuncture may be reimbursable under MercyCare’s Stay Healthy program. Contact customer service at (800) 895-2421 to verify your benefits.

Other resources to consider:

American Lung Association Freedom From Smoking® Class
- (800) 586-4872 or www.lungusa.org
- Class cost varies

Online Freedom From Smoking class: www.ffsonline.org
- Web-based support and education
- 3 months cost $15; 1 year costs $40

Steps to successful quitting:

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<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>Set a quit date</td>
</tr>
<tr>
<td>Step 2</td>
<td>Schedule an office visit with your doctor, discuss your quit plan goal and talk about which medicine will work best for you.</td>
</tr>
</tbody>
</table>
| Step 3 | Consider healthy lifestyle changes:  
• Begin a simple exercise program  
• Learn relaxation exercises  
• Increase your water intake  
• Seek reinforcement and support |
Save 20%* on your eyeglasses every day, at any of these Mercy Vision Center locations:

Mercy East Vision Center
3524 E. Milwaukee St.
Janesville, WI
608.756.7110

Mercy Mall Vision Center
1010 N. Washington St.
Janesville, WI
608.741.6794

Mercy Walworth Vision Center
Hwys. 50 and 67
Lake Geneva, WI
262.245.2208

* Cannot be combined with any other offer or insurance.
MercyCare MyPlan is safe, simple, secure and easy to start!

- Look up details of your insurance coverage eligibility
- Learn more about your benefits
- View your claims status and payment information
- Request a new MercyCare ID card
- Change your primary care physician (PCP)
- Email your health plan representative
- Update your information, such as change of address

Sign up for MercyCare MyPlan anytime

1. Have your MercyCare member number (located on the lower half of your ID card) available.

2. To request an activation code, go online to https://MercyCareMyPlan.com.

3. Click on “Register here.”

4. Carefully read the terms and conditions.

5. If you agree, click on “Yes, I agree with the statement,” and then click “next” and follow the instructions to set up your account.

MercyCare MyPlan support when you need it

For assistance concerning Mercy MyPlan, call us Monday-Friday, 8 am-4:30 pm, at (800) 895-2421.
Having secure online access to your medical information helps you keep track of and manage what’s most important—test results, appointments, medication history, screening reminders and communicating with your health care team.

Go online any time, any place, to review your health information. Mercy MyChart is free, safe, secure, private and convenient.

You can use Mercy MyChart if ...
You are 18 or older, are a Mercy Health System patient and have Internet access. If you care for children or family members who are Mercy patients, but you are not, you can review their Mercy records with prior authorization.

What you’ll find at Mercy MyChart
View your medical information online
• Review your medications, immunizations, allergies and medical history.
• Review test results.
• Review health education topics and instructions provided by your doctor.
• Alerts will be sent to your personal email address when new information has been added to your account.

Stay in touch with your doctor
• Communicating with your doctor is as simple as sending an email—but even more secure.
• Request renewals of your medicines.

Manage your appointments
• Ask for your next appointment.
• View summaries of your past and upcoming appointments.

Access your family’s records
• Including your children or other family members you care for (authorization required).

Sign up for Mercy MyChart anytime
1. To request an activation code, go online to https://MyChart.MercyHealthSystem.org.
2. Click on “Sign Up.”
3. Complete the online form and click “Submit.”
4. Your activation code will be mailed in 5-10 business days.
The activation code allows you to log on and create a MyChart ID and password to log on to our secure site.

Mercy MyChart ... support when you need it!
For assistance concerning Mercy MyChart, call us anytime at (888) 99-MYCHART or (888) 996-9242.
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.

MercyCare is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this Notice or if you want more information about the privacy practices at MercyCare, please contact the Privacy Officer at MercyCare Health Plans, PO Box 550, Janesville, WI 53547-0550, 608-752-3431.

How MercyCare May Use or Disclose Your Health Information

The following categories describe the ways that MercyCare may use and disclose your health information. For each category of uses and disclosures, we will explain what we mean and present some examples. Not every use or disclosure in a category will be listed. However, all the ways we are permitted to use and disclose information will fall within one of the categories.

1 Payment Functions. We may use or disclose health information about you to determine eligibility for plan benefits, obtain premiums, facilitate payment for the treatment and services you receive from health care providers, determine plan responsibility for benefits, and to coordinate benefits. Health information may be shared with other government programs such as Medicare, Medicaid, or private insurance to manage your benefits and payments. For example, payment functions may include reviewing the medical necessity of health care service, determining whether a particular treatment is experimental or investigational, or determining whether a treatment is covered under your plan.

2 Health Care Operations. We may use and disclose health information about you to carry out necessary insurance-related activities. For example, such activities may include underwriting, premium rating and other activities relating to plan coverage; conducting quality assessment and improvement activities; submitting claims for reinsurance and stop-loss coverage; conducting or arranging for medical review, legal services, audit services and fraud and abuse detection programs; and business planning, management and general administration.

3 Treatment. We may use or disclose your health information to a physician or other health care provider to treat you. For example, a doctor prescribing a medication may need to know if you have diabetes or heart disease and what medications you are currently taking, as this might affect what he or she can prescribe. We may use and disclose medical information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

4 Required by Law. As required by law, we may use and disclose your health information. For example, we may disclose medical information when required by a court order in a litigation proceeding.

5 Public Health. Information may be reported to a public health authority or other appropriate government authority authorized by law to collect or receive information for purposes related to: preventing or controlling disease, injury or disability; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

6 Health Oversight Activities. We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings related to oversight of the health care system.

7 Judicial and Administrative Proceedings. We may disclose your health information in the course of any administrative or judicial proceeding.

8 Law Enforcement. We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

continued
continued

9 Public Safety. We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent treat to the health or safety of a particular person or the general public.

10 National Security. We may disclose your health information for military, prisoner, and national security.

11 Worker’s Compensation. We may disclose your health information as necessary to comply with worker’s compensation or similar laws.

12 Marketing. We may contact you to give you information about health-related benefits and services that may be of interest to you. If we receive compensation from a third party for providing you with information about other products or services (other than drug refill reminders or generic drug availability), we will obtain your authorization to share information with this third party.

13 Disclosures to Plan Sponsors. We may disclose your health information to the sponsor of your group health plan, for purposes of administering benefits under the plan. If you have a group health plan, your employer is the plan sponsor.

14 Fundraising. You have the right to opt out of receiving fundraising communications. MercyCare does not conduct fundraising activities. If MercyCare ever did disclose your health information for the purposes of fundraising, you would receive an opt-out notice before each such communication explaining how to opt out.

When MercyCare May Not Use or Disclose Your Health Information

Written Authorization. Except as described in this Notice of Privacy Practices, we will not use or disclose your health information without written authorization from you. If you do authorize us to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. If you revoke your authorization, we will no longer be able to use or disclose health information about you for the reasons covered by your written authorization, though we will be unable to take back any disclosures we have already made with your permission.

- Your authorization is necessary for most uses and disclosures of psychotherapy notes.
- Your authorization is necessary for any disclosure of health information in which the health plan receives compensation.

Genetic Information and Underwriting Activities. MercyCare is prohibited from using or disclosing genetic information for underwriting purposes, including determination of benefit eligibility. If we obtain any health information for underwriting purposes and the policy or contract of health insurance or health benefits is not written with us or not issued by us, we will not use or disclose that health information for any other purpose, except as required by law.

Applicability of More Stringent State Law.
Some of the uses and disclosures described in this notice may be limited in certain cases by applicable State laws that are more stringent than Federal laws, including disclosures related to mental health and substance abuse, developmental disability, alcohol and other drug abuse (AODA), and HIV testing.

Statement of Your Health Information Rights

15 Right to Request Restrictions. You have the right to request restrictions on certain uses and disclosures of your health information. MercyCare is not required to agree to the restrictions that you request. If you would like to make a request for restrictions, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. We will let you know if we can comply with the restriction or not.

16 Right to Request Confidential Communications. You have the right to receive your health information through a reasonable alternative means or at an alternative location. To request confidential communications, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. We are not required to agree to your request.

17 Right to Inspect and Copy. You have the right to inspect and receive an electronic or paper copy of health information about you that may be used to make continued
continued

decisions about your plan benefits. To inspect and copy such information, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. If you request a copy of the information, we may charge you a reasonable fee to cover expenses associated with your request.

18 Right to Request Amendment. You have a right to request that MercyCare amend your health information that you believe is incorrect or incomplete. We are not required to change your health information and if your request is denied, we will provide you with information about our denial and how you can disagree with the denial. To request an amendment, you must make your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. You must also provide a reason for your request.

19 Right to Accounting of Disclosures. You have the right to receive a list of “accounting of disclosures” of your health information made by us in the past six years, except that we do not have to account for disclosures made for purposes of payment functions or health care operations, or made to you. To request this accounting of disclosures, you must submit your request in writing to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. MercyCare will provide one list per 12 month period free of charge; we may charge you for additional lists.

20 Right to a Copy. You have a right to receive an electronic or paper copy of this Notice of Privacy Practices at any time. To obtain a paper copy of this Notice, send your written request to MercyCare Customer Service Coordinator, PO Box 550, Janesville, WI 53547-0550. You may also obtain a copy of this Notice at our website, www.mercycarehealthplans.com.

21 Right to be Notified of a Breach. You will be notified in the event of a breach of your unsecured health information. If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550, 608-752-3431.

Changes to this Notice and Distribution MercyCare reserves the right to amend this Notice of Privacy Practices at any time in the future and to make the new Notice provisions effective for all health information that it maintains.

As your health plan, we will provide a copy of our notice upon your enrollment to the plan and will remind you at least every three years where to find our notice and how to obtain a copy of the notice if you would like to receive one. If we have more than one Notice of Privacy Practices, we will provide you with the Notice that pertains to you. The notice is provided to the named subscriber insured on the plan and will pertain to the insured and dependents named under this insured.

As a health plan that maintains a website describing our customer service and benefits, we also post to our website the most recent Notice of Privacy Practices which will describe how your health information may be used and disclosed as well as the rights you have to your health information. If our Notice has a material change, we will post information regarding this change to the website for you to review. In addition, following the date of the material change, we will include a description of the change that occurred and information on how to obtain a copy of the revised Notice in our annual mailing to all individuals then covered by the plan.

Complaints

Complaints about this Notice of Privacy Practices or about how we handle your health information should be directed to MercyCare Privacy Officer, PO Box 550, Janesville, WI 53547-0550. MercyCare will not retaliate against you in any way for filing a complaint. All complaints to MercyCare must be submitted in writing.

If you believe your privacy rights have been violated, you may file a complaint with the Secretary of the Department of Health and Human Service at www.hhs.gov/ocr/privacy/hipaa/complaints/ or call (800) 368-1019.