



NOTICE OF PRIVACY RIGHTS

This notice describes:

- How health information about you may be used and disclosed
- Your rights with respect to your health information
- How to file a complaint concerning a violation of the privacy or security of your health information, or of your rights concerning your information

You have the right to a copy of this notice in paper or electronic form and to discuss it with the Community Reach Center Privacy Officer at 303-853-3500, if you have any questions.

During the process of providing services to you, Community Reach Center will obtain, record, and use behavioral health and medical information about you that is protected health information. Community Reach Center will not use or disclose more information for payment purposes than is necessary. This is known as using only the minimum necessary amount to accomplish the purpose of use or disclosure. We are accountable to the Secretary of Health and Human Services to safeguard (keep secure) and protect (keep private) our Consumers' information. Ordinarily that information is confidential and will not be used or disclosed, except as described below.

Uses and Disclosures of Protected Health Information for the Purposes of Treatment, Payment, and Other Healthcare Operations.

The following information, except substance use disorder treatment information subject to 42 CFR Part 2 protections as addressed separately, may be disclosed without Consumer Consent:

Treatment. Treatment refers to the provision, coordination, or management of health care and related services by one or more health care providers. For example, Community Reach Center staff involved with your care may use your information to plan your course of treatment and consult with other staff to ensure the most appropriate methods are being used to assist you.

Payment. Payment refers to the activities undertaken by a health care provider to obtain or provide reimbursement for the provision of health care. For example, Community Reach Center will use your information to develop accounts receivable information, bill you, and with your consent, provide information to your insurance company for services provided. The information provided to insurers and other third-party payors may include information that identifies you, as well as your diagnosis, type of service, date of service, provider name/identifier, and other information about your condition and treatment. If you are covered by Medicaid, information will be provided to the State of Colorado's Medicaid program, including but not limited to your treatment, condition, diagnosis, and services received. You have a right to request a restriction on certain disclosures to your health plan if the

disclosure is purely for carrying out payment or health care operations and the requested restriction is for services paid out-of-pocket.

Health Care Operations. Health Care Operations refers to activities undertaken by the Center that are regular functions of management and administrative activities. For example, Community Reach Center may use your health information in monitoring of service quality, staff training and evaluation, medical reviews, legal services, auditing functions, compliance programs, business planning, and accreditation, certification, licensing, and credentialing activities.

Organized Health Care Arrangements. We may also share medical information about you with the other health care providers, health information exchanges, health care clearinghouses, and health plans that participate with us in "organized health care arrangements" (OHCAs). The organizations participating in the OHCAs will share such medical information about you among each other as necessary to carry out the treatment, payment, and health care operations activities of the OHCAs. OHCAs include hospitals, physician organizations, health plans, and other entities which work together to provide health care services. The medical information about you to be shared through the OHCAs will be obtained through your visits to hospitals, physician clinics, and other health care facilities.

Contacting You. Community Reach Center may contact you to remind you of appointments and to tell you about treatments or other services that might be of benefit to you. Appointment reminders may be communicated by phone or by text messaging. It is your responsibility to provide an accurate and up-to-date mobile/cell-phone number to receive these appointment reminders. **YOU HAVE THE RIGHT TO OPT-OUT OF RECEIVING APPOINTMENT REMINDERS VIA PHONE AND/OR TEXT MESSAGE. PLEASE SPEAK WITH A MEMBER OF THE FRONT DESK TO REQUEST THAT YOU NOT RECEIVE EITHER OR BOTH TYPES OF REMINDERS.**

Required by Law. Community Reach Center will disclose protected health information when required by law. This includes, but is not limited to: (a) reporting child abuse or neglect; (b) when court ordered to release information; (c) when there is a legal duty to warn or take action regarding imminent danger to others; (d) when the consumer is a danger to self or others or gravely disabled; (e) when required to report certain communicable diseases and certain injuries; (f) when a Coroner is investigating the consumers death; and (g) to government regulatory and oversight agencies that oversee the Center and staff activities.

Notification in the Case of a Breach. Community Reach Center is required by law to notify our consumers in case of a breach of their unsecured protected health information when it has been or is reasonably believed to have been accessed, acquired, or disclosed as a result of a breach.

Crimes on the premises or observed by Community Reach Center personnel. Crimes that are observed by Community Reach Center staff, that are directed toward staff, or occur on the Center's premises will be reported to law enforcement.

Business Associates. Some of the functions of Community Reach Center are provided by contracts with business associates. For example, some administrative, clinical, quality assurance, billing, legal, auditing, and practice management services may be provided by contracting with outside entities to perform those services. In those situations, protected health information will be provided to those contractors as is needed to perform their contracted tasks. Business associates are required to enter into an agreement maintaining the privacy of the protected health information released to them.

Research. Community Reach Center may use or disclose protected health information for research purposes if the relevant limitations of the Federal HIPAA Privacy Regulation are followed. 45 CFR § 164.512(i).

Involuntary Consumers. Information regarding consumers who are being treated involuntarily, pursuant to law, will be shared with other treatment providers, legal entities, third party payers and others, as necessary to provide the care and management coordination needed.

Family Members. Except for certain minors, incompetent consumers, or involuntary consumers, protected health information cannot be provided to family members without the Consumer's consent. In situations where family members are present during a discussion with the consumer, and it can be reasonably inferred from the circumstances that the consumer does not object, information may be disclosed in the course of that discussion. However, if the consumer objects, protected health information will not be disclosed.

Fundraising. Community Reach Center or its fund-raising Foundation, may contact consumers as a part of its fund raising activities. You have a right to opt out of being contacted for any fund-raising activities if you wish.

Emergencies. In life threatening emergencies Community Reach Center staff will disclose information necessary to avoid serious harm or death.

Public Health Activities. We may use or disclose your PHI for public health activities that are permitted or required by law. For example, we may disclose your PHI in certain circumstances to control or prevent a communicable disease, injury or disability and for public health oversight activities or interventions. We also may disclose protected health information, if directed by a public health authority, to a foreign government agency that is collaborating with the public health authority.

Health Oversight Activities. We may disclose your PHI to a health oversight agency for activities authorized by law. For example, these oversight activities may include audits; investigations; inspections; licensure or disciplinary actions; or civil, administrative, or criminal proceedings or actions. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and government agencies that ensure compliance with civil rights laws.

Lawsuits and Other Legal Proceedings. We may disclose your PHI in the course of any judicial or administrative proceeding or in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized). If certain conditions are met, we may also disclose your protected health information in response to a subpoena, a discovery request, or other lawful process.

Your Rights to Access Information

Access to Protected Health Information. You have the right to inspect and obtain a copy of the protected health information Community Reach Center has regarding you, in the designated record set. Information must be provided in electronic form, if requested. There are some limitations to this right, which will be provided to you at the time of your request, if any such limitation applies. To make a request, ask Community Reach Center staff for the request form.

Amendment of Your Record. You have the right to request that Community Reach Center amend your protected health information. Community Reach Center is not required to amend the record if it is determined that the record is accurate and complete. There are other exceptions, which will be provided to you at the time of your request, if relevant, along with the appeal process available to you. To make a request, ask Community Reach Center staff for the request form.

Accounting of Disclosures. You have the right to receive an accounting of certain disclosures Community Reach Center has made regarding your protected health information. However, that accounting does not include disclosures that were made for the purpose of treatment, payment, or health care operations. In addition, the accounting does not include disclosures made to you, disclosures made pursuant to a signed authorization, or disclosures past 10 years. There are other exceptions that will be provided to you, should you request an accounting. To make a request, ask Community Reach Center staff for the request form.

Additional Restrictions. You have the right to request additional restrictions on the use or disclosure of your health information. Community Reach Center does not have to agree to that request, and there are certain limits to any restriction, which will be provided to you at the time of your request. To make a request, ask Community Reach Center staff for the request form. For substance use records, you may only request restrictions of disclosures for services in which you have paid in full.

Alternative Means of Receiving Confidential Communications. You have the right to request that you receive communications of protected health information from Community Reach Center by alternative means or at alternative locations. For example, if you do not want Community Reach Center to mail bills or other materials to your home, you can request that this information be sent to another address. There are limitations to the granting of such requests, which will be provided to you at the time of the request process. To make a request, ask Community Reach Center staff for the request form.

Copy of this Notice. You have a right to obtain a paper or electronic copy of this Notice upon request.

Additional Information

Privacy Laws. Community Reach Center is required by State and Federal law to maintain the privacy of protected health information. In addition, Community Reach Center is required by law to provide consumers with notice of its legal duties and privacy practices with respect to protected health information. That is the purpose of this Notice.

Terms of the Notice and Changes to the Notice. Community Reach Center is required to abide by the terms of this Notice, or any amended Notice that may follow. Community Reach Center reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all protected health information that it maintains. When the Notice is revised, the revised Notice will be posted in the Community Reach Center service delivery sites and will be available upon request.

Complaints Regarding Privacy Rights. If you believe Community Reach Center has violated your privacy rights, you have the right to complain to Community Reach Center management. To file your complaint, call Community Reach Center consumer representative, 303-853-3547. You have the right to file a formal complaint with The Behavioral Health Ombudsman Office of Colorado at 303-866-2789 or via email ombuds@bhoco.org; The Colorado Department of Healthcare, Policy, and Financing at 1-800-221-3943, The Behavioral Health Administration (BHA) at 303-866-7400; the U.S. Department of Health and Human Services Office for Civil Rights at <https://www.hhs.gov/ocr/complaints/index.html>; or your insurance carrier. It is the policy of Community Reach Center that there will be no retaliation for your filing of such complaints.

Substance Use Disorder Consumer Records

Federal Confidentiality Protections for Substance Use Disorder Records

The confidentiality of substance use disorder records maintained by Community Reach Center is protected by federal law and regulations, including 42 CFR Part 2. These records may not be used or disclosed without your written consent unless otherwise permitted or required by law.

Recipients of substance use disorder records may redisclose this information only as permitted by federal law. Unauthorized redisclosure of this information is prohibited. Federal law prohibits discrimination against individuals for the purpose of excluding them from or denying them the benefits of federally assisted substance use disorder services on the basis of information disclosed pursuant to 42 CFR Part 2.

Legal Proceedings:

Substance use disorder records may not be introduced or used in civil, criminal, administrative, or legislative proceedings without your specific written consent or a court order that complies with 42 CFR Part 2. Records disclosed in civil, criminal, administrative, or legislative proceedings require your specific written consent or a court order. Records shall only be used or disclosed based on a court order after notice and an opportunity to be heard is provided to the consumer. A court order authorizing use or disclosure must be accompanied by a subpoena or other similar legal mandate compelling disclosure before the record is used or disclosed.

Consent for Treatment, Payment, and Health Care Operations

You may choose to give written consent permitting Community Reach Center to use and disclose your substance use disorder records for treatment, payment, and health care operations, as permitted by federal law.

Such consent may authorize disclosure to one or more individuals or entities, or to a class of recipients, and may apply to future uses or disclosures until the consent expires or is revoked. You are not required to give this consent, and refusal to do so will not affect your eligibility for treatment, payment, or enrollment, except as permitted by law.

Important Limitation for Substance Use Disorder Records

Notwithstanding the uses and disclosures described above, substance use disorder records protected by 42 CFR Part 2 are subject to additional federal confidentiality requirements. Such records will not be used or disclosed for treatment, payment, health care operations, participation in health information exchanges, organized health care arrangements, or to business associates unless permitted by federal law or authorized by your written consent.

Your Rights to Access Information

Accounting of Disclosures for Substance Use Disorder Records

If you provide written consent for the use or disclosure of your substance use disorder records for treatment, payment, or health care operations, you have the right to request an accounting of disclosures made pursuant to that consent. This accounting will identify the date, purpose, and recipient of each disclosure, as required by federal law. To request an accounting, please contact Community Reach Center staff for the appropriate request form.

You have the right to revoke your consent at any time. You may revoke consent either verbally for substance abuse treatment information, or in writing for all other health information, by submitting a request to your care coordinator or other member of your treatment team. You may request an alternative revocation process as a reasonable accommodation by contacting the CRC Privacy Officer at 303-853-3500. If you were mandated to treatment through the criminal legal system and you already signed consent, your right to revoke consent may be more limited.

Effective Date. This Notice is effective February 26, 2026.