

Notice of Privacy Practices

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.

At Banner, we take the privacy of your health information seriously. This Notice of Privacy Practices (Notice) explains how we use and disclose protected health information (PHI) of current and former Banner health plan members and Banner patients. By law, we must maintain the privacy of your PHI. We must also provide you with a description of our legal duties and privacy practices. We must abide by the terms of this Notice and notify you if your PHI is subject to a breach.

This Notice describes the privacy practices of Banner Health's "Affiliated Covered Entities." This is a group of health care providers and health plans Banner owns or controls that Banner has designated as a single group to comply with the Health Insurance Portability and Accountability Act (HIPAA), the federal health privacy law. In this Notice, when we say "we," "us," "our," or "Banner," we mean all the Banner Health companies in the Affiliated Covered Entity designation, available at <https://www.bannerhealth.com/about/legal-notices>.

This Notice describes health information we collect about you and how it may be used or shared with others. For example, we may get information related to medical treatment, test results, insurance information and demographic data. We may also collect information about your race, ethnicity, language, sexual orientation and gender identity. In some cases, once PHI is disclosed as permitted by this Notice, HIPAA may no longer provide protection of that information from further disclosure.

How will we use and disclose information about you?

Treatment. Banner may use and disclose your PHI for your medical treatment.

- Banner will make your PHI available to others who need it for your medical treatment. For example, we might share your PHI with your doctors, nurses, pharmacies and hospitals.
- Banner may allow your physician to have access to your PHI for follow-up care.

Payment. Banner may use and disclose your PHI to pay or arrange payment for medical services and supplies provided to you. For example, your PHI may be used:

- To support payment for your medical care by your health plan
- To ensure you are billed for medical services correctly

Health Care Operations. Banner may use and disclose your PHI to support its health care operations, including:

- To create programs to improve health outcomes
- To make sure you get the care you need
- To contact you about treatment options
- To contact you about health-related services available to you

Facility Directory. Unless you tell us not to, if you are a patient in a Banner hospital, we keep a directory with basic information about you. This includes your name, where you are in the hospital, how you are doing (like "stable" or "fair") and your religious preference. This information is used to tell callers or visitors who ask for you by name where you are and how you're doing. We can also share all this information, including your religion, with clergy members who visit.

Family Members and Others Involved in Your Care. Unless you communicate otherwise, we may also share your PHI with friends or family members who help take care of you or with your legal representative, including in certain emergency situations. In the event of a disaster, we might share your information if needed to help disaster relief agencies to help you or others.

Fundraising. Unless you tell us not to, Banner may use PHI to ask you for a donation. If you don't want us to ask for a donation, you can tell us to stop. It is your choice, and we'll respect your decision.

Research. Banner might use or disclose PHI for medical research. For example, we might study how well a drug, medical device, or type of medical treatment works. Before we use or disclose your PHI for research, it goes through a special review process. This process makes sure your information stays private and protected.

Required by Law. Banner shares your PHI when the law requires it. For example, Banner is required to report certain things, such as:

- Reporting child abuse to state authorities
- Reporting gunshot wounds to law enforcement
- Reporting information about work-related injuries to the state workers' compensation authorities

Public Health. Banner may report PHI for public health purposes. For example, we are required to tell the state about certain diseases that can spread to others, such as measles. We must also tell the Food and Drug Administration (FDA) if a medicine or medical product caused problems for you. This helps protect everyone's health in our community.

Public Safety. Banner may share PHI to keep the public safe. For example, we may share information for purposes, such as:

- To help law enforcement find a missing person or a suspect in a crime
- To stop a serious threat to a person's health or safety

Health Oversight Activities. We may share PHI with government agencies that oversee us to make sure we are providing good services, such as with:

- The state's health department
- The Centers for Medicare and Medicaid Services
- The state agencies that oversee doctors and other health workers

Coroners, Medical Examiners and Funeral Directors. When a person dies, Banner may need to share their PHI with coroners, medical examiners or funeral directors. We share this information to assist their job, such as finding out why someone died or to plan the funeral properly.

Health Information Exchanges. We may share information that we obtain or create about you with other health care providers or other health care entities, as permitted by law, through health information exchanges (HIEs) in which we participate.

Organized Health Care Arrangements.

- Banner may participate in a clinically integrated care setting in which patients of Banner's hospitals and other care locations may receive health care services from more than one health care provider, including independent health care providers. This is one form of arrangement known as an Organized Health Care Arrangement (OHCA). These independent health care providers follow their own Notice of Privacy Practices for their use and disclosure of PHI.
- Banner also participates in one or more OHCA's in which it may disclose PHI to other entities subject to HIPAA in order to carry out joint health care operation activities under an organized system of health care, such as conducting quality assessment and improvement activities, conducting utilization review, and performing other activities that support and improve healthcare operations. These other entities follow their own Notice of Privacy Practices for their use and disclosure of PHI.

Notice of Privacy Practices

Organ and Tissue Donation. Banner may share PHI with groups that help with organ or tissue donation. These groups find people who need new organs and tissues. They also help get organs and tissues from donors to the people who need them.

Law Enforcement Officials. We may disclose PHI to the police or other law enforcement officials as required by law in response to a court order, subpoena, warrant or similar written request.

Military, Veterans and National Security. If you are in the military, Banner may share your PHI with your command authorities. We might share your PHI with the Department of Veterans Affairs (VA) to help veterans or with government authorities for national security purposes.

Judicial and Administrative Proceedings. We may disclose PHI in the course of a legal proceeding, such as to comply with a court order.

Special Protection for Certain Health Information. Some types of health information have extra protection under the law. For example, Banner may be required to obtain your authorization to use or disclose information about:

- HIV/AIDS
- Drug or alcohol treatment
- Mental health treatment
- Genetic information
- Reproductive healthcare

Victims of Abuse, Neglect or Domestic Violence. We may disclose PHI if we reasonably believe you are a victim of abuse, neglect, or domestic violence to a government authority authorized by law to receive reports of such abuse, neglect, or domestic violence.

When is your written authorization required?

In some cases, we are required to collect your authorization to use or disclose your PHI. You are permitted, however, to revoke a written authorization you've given to us. Examples of where your written authorization is required include the following:

Marketing. We will obtain your written authorization to use your PHI for marketing activities. For example, we will not accept any payments from other organizations or individuals in exchange for making communications to you about treatments, therapies, health care providers, products or services unless you have given us your authorization, or it is permitted by law.

Sale of Protected Health Information. We will not sell your PHI without your written authorization.

Substance Use Disorder (SUD) Records. In some cases, information about substance use disorder treatment cannot be used or shared without your permission. Banner must ask for your permission to allow us to use or disclose some SUD records for certain treatment purposes, payment purposes, or for operating our business. This information may not be used or disclosed in legal proceedings against you unless you've given permission or a court order requires it.

Psychotherapy Notes. We will not use or disclose psychotherapy notes about you without your authorization except to support mental health and other treatment to you or necessary to defend Banner in a legal proceeding brought by you.

What are your rights?

Your Right to Access Your Information. You can ask to see or get your PHI. This includes your medical records and billing information. You can ask for paper or electronic copies of your records. In some cases, we may charge you a fee.

Your Right to Request that we Amend Your Information. If you find wrong or missing information in your health records, you may ask Banner to fix it. You can ask Banner to update your medical record or to add information that is missing. Banner will look at your request and make changes if needed.

Your Right to an Accounting of Your Disclosures. You can ask for a list of who Banner shared your PHI with, going back up to six years. The list will tell you who saw your information and when. Some things will not be on this list, like when Banner shares your information to support your medical care, payment of medical services, or to run the health care business. Additionally, the list will not show when you asked us to share your information. We will give you one list per year at no charge. We may request a fee if you ask for a list more than once in a year.

Right to Request Restrictions on How Banner Health Will Use or Disclose Information About You. You can ask Banner to limit how we use or share your PHI. For example, you can ask us not to share certain information:

- For treatment, payment, or health care operations
- With family members or friends

Banner does not have to agree to all requests. If we do agree to your request, we may still be able to use your PHI to give emergency treatment or to allow a physician or other health care worker to provide medical care to you. If you pay Banner yourself for medical treatment we provide, you may ask us not to tell your health insurance plan about it. Banner must agree if you have already paid in full.

Right to Request Confidential Communications. You can ask Banner to talk to you in ways that feel more private to you. For example, you can ask to talk with your doctors in private, away from other patients. You can ask Banner not to call your home phone or only send information by mail. You can also ask Banner to use a different address when communicating with you. Banner will try to follow your wishes when they are reasonable.

Your Right to a Copy this Notice. You can request a copy of this Notice at any time. You can request a paper copy or find it on Banner's website at <https://www.bannerhealth.com/patients/patient-resources/privacy>.

Changes to These Privacy Rules. Within legal requirements, Banner may change the privacy rules in this Notice from time to time. This means we might change how we use or share your PHI. Additionally, we could change how you can access your information. If Banner makes any changes, we will create a new version of this Notice and publish it.

How to Share Your Concerns or Complaints. We want to hear from you if you have questions about your privacy or how Banner Health uses PHI. We will not retaliate against you for making a complaint, and we will not treat you differently for speaking up. We take your privacy concerns seriously.

For questions, concerns, or complaints, please contact the Banner Health Chief Privacy Officer by calling 602-747-8157 or emailing Privacy@BannerHealth.com.

If you are a member of a Banner health plan that manages your health insurance coverage, you may also contact the applicable Customer Care Center:

- Banner – University Family Care/ACC at 800-582-8686, TTY 711
- Banner – University Family Care/ALTCS at 833-318-4146, TTY 711
- Banner Medicare Advantage Prime HMO at 844-549-1857, TTY 711, 8am-8pm, 7 days/week
- Banner Medicare Advantage Dual HMO D-SNP at 877-874-3930, TTY 711, 8am-8pm, 7 days/week

For more information or to make a complaint to U.S. Department of Health & Human Services, Office for Civil Rights.

- You can find more information about your privacy rights at: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.
- You can file a complaint at www.hhs.gov/ocr.