Privacy Policy for Enhanced Care Management and Community Supports Services

Last Updated: April 14, 2025

United And Guided is committed to protecting your privacy and ensuring the confidentiality of your personal information. This Privacy Policy outlines how we collect, use, and safeguard the personal information of individuals who use our Enhanced Care Management (ECM) and Community Supports (CS) services. By using our services, you consent to the practices described in this policy.

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1. Information We Collect

As part of our ECM and CS services, we collect personal information to provide the best care and support for our members. The types of information we collect include:

- **Personal Identifiable Information (PII):**
    - First Name
    - Last Name
    - Date of Birth
    - Address
    - Email Address
    - Phone Number (including SMS Text Number)
    - Zip Code
- **Health and Medical Information**:
    - Information related to your health needs, including health conditions, medications, and treatments.
    - Information about your mental health, physical health, and behavioral health.
    - Housing status and related social support needs.

- **Care Coordination Data**:
    - Information about your participation in ECM and CS services.
    - Notes from care management meetings, including services provided and follow-up plans.
    - Information about your care preferences, including emergency contacts and preferred communication methods.

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2. How We Use Your Information

The personal information we collect is used solely for the purpose of providing and coordinating ECM and CS services. Specifically, we use your information to:

- **Provide Personalized Care**: Coordinate your care and refer you to necessary services (e.g., housing support, medical care, mental health services).
- **Communicate with You**: Notify you about program updates, appointment reminders, and service offerings. This may include phone calls, emails, and SMS text messages.
- **Track and Improve Service Delivery**: Monitor the effectiveness of services provided and improve the quality of care.
- **Compliance with Legal and Regulatory Requirements**: Ensure that we are meeting the standards set by Medi-Cal and other regulatory bodies (e.g., DHCS, CalAIM).
- **Billing and Administrative Purposes**: Use your information for billing Medi-Cal and processing insurance claims.

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3. How We Protect Your Information

We take your privacy and the security of your personal information very seriously. To protect your information, we:

- **Use Secure Systems**: We utilize secure systems for storing and processing your data, including encryption of sensitive data.

- **Limit Access**: Only authorized personnel have access to your information, and they are trained on confidentiality and privacy policies.

- **Compliance with HIPAA**: United And Guided adheres to all Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure your medical information is kept confidential.

- **Data Retention**: We will retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy and as required by law. Once no longer needed, we securely delete or anonymize your personal data.

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4. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your information in the following situations:

- **With Your Consent**: We will share your information with third-party providers or partners only with your explicit consent, such as when referring you to other services or healthcare providers.

- **For Care Coordination**: Your information may be shared with Medi-Cal Managed Care Plans (e.g., Kaiser, Anthem, HealthNet) to coordinate your care and services.

- **With Service Providers**: We may share your information with our trusted partners who assist in delivering services related to ECM or CS, such as housing support agencies or healthcare providers, under strict confidentiality agreements.

- **Legal and Regulatory Requirements**: We may disclose your information if required by law, such as in response to a court order, subpoena, or other legal process.

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5. Your Rights Regarding Your Information

You have the following rights regarding your personal information:

- **Access to Your Information**: You have the right to request access to the personal information we hold about you. You may contact us to request a copy of your records.

- **Correction of Information**: If you believe that the information we have about you is inaccurate or incomplete, you can request that we correct it.

- **Deletion of Information**: You may request the deletion of your information, subject to certain legal and contractual restrictions.

- **Opting Out of Communications**: You can unsubscribe from our email and text communications at any time by clicking the “Unsubscribe” link in our communications or by contacting us directly.

- **Revocation of Consent**: You can withdraw your consent to share your personal information at any time, although this may impact the care and services we can provide.

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6. How to Contact Us

If you have any questions about this Privacy Policy or want to exercise your rights regarding your personal information, please contact us at:

- **Phone**: (877) 418-3367

- **Address**: 3810 Broadway Sacramento, CA 95817

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7. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make changes, we will update the **Last Updated** date at the top of this page. We encourage you to review this policy periodically for any updates.

Acknowledgement

By participating in Enhanced Care Management and Community Supports services with United And Guided, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and sharing of your personal information as described above.