



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.

About this Notice

This Notice of Privacy Practices (Notice) for The Arc of Anchorage (The Arc) outlines how the organization protects, uses, and discloses the personal health information (PHI) of individuals it serves, in compliance with the Health Insurance Portability and Accountability Act (HIPAA), 42 CFR part 2, and other applicable State of Alaska privacy regulations. This Notice explains individuals' rights regarding their health information, including the right to access, review, and request corrections to their records, as well as to receive an accounting of disclosures. The Arc uses PHI only for authorized purposes such as treatment, payment, and healthcare operations, and does not share information without consent unless required or permitted by law. Safeguards are maintained to ensure confidentiality through secure records, staff training, and privacy protocols. Individuals served are informed of their right to file a complaint if they believe their privacy rights have been violated, without fear of retaliation. The Notice reflects The Arc's ongoing commitment to protecting personal information and maintaining trust while ensuring that individuals receive high-quality, person-centered support and services.

All members of The Arc's workforce, including health care professionals, employees, trainees, students, and volunteers, will adhere to the privacy practices described in this Notice. Third parties, or business associates, that provide services on our behalf will also be required to comply with all applicable provisions.

Protecting Your PHI

The Arc is required by law to keep your health information private and secure. Except for situations where PHI is permitted or required to be used or disclosed, The Arc will not use or disclose your PHI without your valid written authorization. If you change your mind at any time, you may revoke authorization. However, uses and disclosures made before the revocation of your authorization are not affected by your action and we cannot take back any disclosures we may have already made with your authorization or that may have been made on reliance of your authorization.

How Your Health Information May Be Used or Disclosed

Using or disclosing your health information for the purposes of treatment, payment, and health care operations is permitted.

When we:	The Arc may use or disclose health information:
treat you	for the provision, coordination, or management of health care or other related services. <i>(Example: a doctor treating you for an injury asks The Arc's nurse about your overall health condition)</i>
bill for services	to determine eligibility for health care coverage and/or seek reimbursement from health plans or other entities for services provided. <i>(Example: we submit your health information and other documents to Medicaid to seek reimbursement for services)</i>
run our organization	to conduct quality assessment and improvement activities, review qualifications and evaluations of our staff, and to conduct medical reviews, auditing functions, legal services, etc. <i>(Example: your health information may be shared with authorized personnel within The Arc to ensure compliance with regulations from oversight agencies or to manage your treatment and services)</i>



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In the certain circumstances listed below, The Arc is permitted or required to use or disclose health information. We must meet many conditions in the law before we can share your information for these purposes.

In order to:	The Arc:
help with public health and safety issues	can share your health information to prevent disease, help with product recalls, report adverse reactions to medications, report suspected abuse, neglect, or domestic violence, and prevent or reduce a serious threat to anyone's health or safety
do research	can share your information for health research
comply with the law	will share information about you when state or federal laws require it, including with the Department of Health and Human Services to verify we are complying with federal privacy law
respond to organ and tissue donation requests	can share your information with organ procurement organizations
work with a medical examiner or funeral director	can share your information with a coroner, medical examiner, or funeral director
address workers' compensation, law enforcement, and other government requests	can share your information for worker' compensation claims, for law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, and for special government functions such as military, national security, and presidential protective services
respond to lawsuits and legal actions	can share health information about you in response to a court or administrative order, or in response to a subpoena

Other uses and disclosures of your health information not covered by this Notice will be made only with your written authorization or when there is an authorized requirement by law. Written authorization is typically required for use or disclosure of:

- HIV/AIDS information,
- psychotherapy notes, and
- information to be used for marketing purposes.

It is prohibited for The Arc of Anchorage to use or disclose genetic information for underwriting purposes or reproductive health care information, or to sell your health information.

Your Preferences

For certain health information, you can indicate a preference for how we share your information.

You may:	In these cases:
exercise your right and choice to tell The Arc how to share your information	sharing information with your family, close friends, or others involved in your care; sharing information in a disaster relief situation; or including your information in a hospital directory (If you are unable to indicate your preference, for example, if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.)
give written permission for us to share (otherwise we will never share)	marketing purposes; sale of your information; or most sharing of psychotherapy notes
ask us not to contact you again	fundraising efforts



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Special Protections for Substance Use Disorder Records

The Arc provides Behavioral Health Services (Outpatient and Adult Mental Health Residential) to individuals that may include information pertaining to alcohol or substance use. The Arc is required to impose stricter protections and is prohibited from using and disclosing alcohol or substance use disorder records unless certain circumstances exist. However, even when a circumstance permits disclosure, it does not compel disclosure.

Any records containing information protected by 42 CFR Part 2 will only be used or disclosed with your specific written consent or a court order. Records will only be used or disclosed with a court order after notice and an opportunity to hear is provided to you. A court order must be accompanied by a subpoena or other similar legal mandate compelling disclosure. Additionally, information disclosed under Part 2 cannot be re-disclosed unless allowed by law.

If we have your substance use disorder patient records, subject to 42 CFR part 2, we will give you clear and obvious notice in advance and a choice about whether to receive fundraising communications that use your Part 2 information.

Part 2 information may be used or disclosed without your consent in limited exceptions, such as:

- medical emergencies,
- qualified audits or evaluations,
- research (with safeguards),
- court orders that meet Part 2 requirements, and
- reporting suspected abuse or neglect, as required by law.

Your Rights

This section describes the rights you have to the information that is created, gathered, or kept about you as a result of utilizing services at The Arc. If you wish to exercise any of the rights listed below, please contact the Corporate Compliance Officer using the contact information provided at the end of this Notice.

You have the right to:	We have the responsibility to:
get a copy of your medical record and other health information we have about you	provide a copy or a summary of your health information, usually within 30 days of your request (we may charge a reasonable, cost-based fee for this service)
ask us to correct any health information you think is incorrect or incomplete	correct the information, if we find it to be incorrect or incomplete; or provide an explanation in writing within 60 days if we deny your request
request confidential communications	contact you in the way you request (such as home or office phone) or send mail to a different address; and agree to all reasonable requests
ask us to limit what information we use or share	not use or share certain health information for treatment, payment, or our operations (however, we may deny your request if we feel it would affect your care); and not share information for the purpose of payment or our operations with your health insurer, if you pay for a service or health care item out-of-pocket in full (however, we may deny your request if a law requires us to share that information)

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get a list of those with whom we've shared information	provide a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why; include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make)
get a copy of this Notice of Privacy Practices	provide you with a paper copy promptly and at any time, even if you have agreed to receive the Notice electronically
choose someone to act for you	respect that if you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information; and make sure the person has this authority and can act for you before we take any action

Notification of Breaches

The Arc is required to notify you when your health information has been acquired, accessed, used, or disclosed in a manner that is not legally permitted, and where we determine your health information has been potentially compromised. If a breach of your health information occurs, you will be promptly notified of the breach in writing.

Concerns or Complaints

If you have questions or would like to file a complaint about the services that you've received, you may utilize the following methods:

The Arc of Anchorage
Attn: Corporate Compliance Officer
2211 Arca Drive
Anchorage, AK 99508
Ph: 907-777-0307
Hotline: 907-777-0106
<https://thearcofanchorage.org/contact-us/compliance-issue/>

If you believe your privacy rights have been violated, you also have the right to file a complaint with:

US Department of Health and Human Services, Office of Civil Rights
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free: 1-877-696-6775
<https://www.hhs.gov/hipaa/filing-a-complaint/index.html>

Changes to the Notice

The Arc may make changes to this Notice as needed. If this happens, the terms of the updated Notice will apply to all the health information we have about you. You will receive a copy of the updated Notice upon your next visit. It will also be available upon request, in our office, and on our website.

Effective Date of this Notice: April 2026