



## Protected Health Information Policy

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This notice describes how Protected Health Information (PHI) about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

We never market or sell PHI.

### Your Rights

In accordance with the Clinical Laboratory Improvements Amendment 1998 (CLIA) and California state law, you have the right to:

- Receive a copy of your TeloYears™ test report
- Ask us to correct your information if incorrect or incomplete
- Get a copy of this privacy notice
- Choose someone to act for you
- To permit us to share your results with family and friends
- File a complaint if you believe your privacy rights have been violated

### Our Uses and Disclosures

We may use and share your PHI as we:

- Bill for your services
- Do research
- Comply with the law
- Respond to lawsuits and legal actions

### Your Rights

**When it comes to your PHI, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

#### Get a copy of your TeloYears Test Result

- You can ask to see or get an electronic or paper copy of your TeloYears Test Result and other health information we have about you. Ask us how to do this. We will respond to your request, usually within 30 days.

## **TeloYears Protected Health Information Policy**

### **Ask us to correct your information**

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 30 days.

### **Request modification in communication method**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.

### **Ask us to limit what we use or share**

- You can ask us not to use or share certain PHI for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.

### **Get a list of those with whom we’ve shared information**

- You can ask for a list (accounting) of the times we’ve shared your PHI for six years prior to the date you ask, who we shared it with, and why.
- We will 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). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### **Get a copy of this privacy notice**

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### **Choose someone to act for you**

- 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.
- We will make sure the person has this authority and can act for you before we take any action.

### **Allow us to share your information with someone else**

- You may permit us to share PHI about you that is in our possession with your family, close friends, or others involved in your care. You must submit your request in writing before we will share the information. We will address your request within 30 days of receipt.

## TeloYears Protected Health Information Policy

### File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

## Our Uses and Disclosures

### How do we typically use or share your PHI?

We typically use or share your health information in the following ways.

#### Treat you

We can use your PHI and share it with other professionals who are treating you.

*Example: A doctor treating you asks our laboratory director about your TeloYears test results.*

#### Run our organization

We can use and share your PHI to run and improve the operations of our laboratory. From time-to-time, we may share your PHI with vendors and contractors who are involved in the running of our operations. They will have signed a Business Associates agreement with us and will comply with our PHI handling policies.

*Example 1: We assess whether TeloYears test results from customers are in line with those in the reference population used to calculate ages in TeloYears.*

*Example 2: We track the time it takes our Customer Service department to address customer inquiries.*

*Example 3: We work with a consultant to implement and support laboratory software. As part of their routine responsibilities, they have access to PHI.*

#### Bill for your services

We can use and share your health information to bill and get payment.

*Example: When you pay for the TeloYears test with a credit card, your information is shared with our credit card provider.*

## TeloYears Protected Health Information Policy

### How else can we use or share your health information?

We are allowed or required to share your PHI in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

#### Do research

A limited data set of PHI that has been de-identified may be used for research purposes.

PHI may only be used or disclosed for research purposes when a research participant authorizes such use or disclosure

#### Comply with the law

We will share PHI about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

#### Address workers' compensation, law enforcement, and other government requests

We can use or share PHI about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

#### Respond to lawsuits and legal actions

We can share PHI about you in response to a court or administrative order, or in response to a subpoena.

### Our Responsibilities

- We are required by law to maintain the privacy and security of your PHI.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your PHI.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will investigate and take action to resolve any complaints in relation to Healthcare Information Portability and Accountability Act (HIPAA) or PHI matters.

## TeloYears Protected Health Information Policy

- Ensure that vendors and contractors who may have access to PHI are in compliant with our PHI policies.
- We will not use or share your PHI other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

## Changes to the Terms of this Notice

This notice is effective as of January 30, 2017.

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

## Contact Information

TeloYears Customer Service

(844) 457-9944

support@teloyears.com

Chief Privacy Officer: Douglas Harrington, MD

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