



MetroPlusHealth Plan Annual Privacy Notice

MetroPlusHealth respects your privacy rights. This notice describes how we treat the nonpublic personal financial and health information (“Information”) we receive about you and what we do to keep it confidential and secure as required by New York State Insurance Law (Regulation 169).

In addition, you can request a full text version of MetroPlusHealth’s **Notice of Health Information Privacy Practices**, which describes how medical information about you may be used and disclosed under the Federal Health Insurance Portability and Accountability Act (HIPAA) at any time by contacting the MetroPlusHealth Privacy Officer. This information is also available on our website at www.metroplus.org/privacy-policies

Types of Information

MetroPlusHealth collects Information about you from the following sources and may disclose:

- Information you give us on applications and other forms or that you tell us; and
- Information about your dealings with us, the health care providers we work with, and others.

**What we do with your information:
We do not disclose Information about our members and former members to anyone, except as permitted by law.**

- To provide the health care benefits you receive as a member of MetroPlusHealth, for example, to arrange for treatment that you need and to pay for services you receive;
- To communicate with you about programs and services that are available to you as a MetroPlusHealth member; and
- To manage our business and comply with legal and regulatory requirements.

How we protect your privacy

- We limit access to your Information to employees and other persons who need it to conduct MetroPlusHealth business or comply with legal and regulatory requirements.
- Employees are subject to discipline, and may be fired, if they violate our privacy policies and procedures.
- We also use physical, electronic and procedural safeguards to keep Information confidential and secure in accordance with state and federal regulations.

Former Members

- If your membership with MetroPlusHealth ends, your Information will remain protected in accordance with our policies and procedures for current members.

Contact MetroPlus

- To request more information about our privacy policies and practices,
- File a privacy-related complaint with us, or
- Send written request to review Information about you in our records.

Customer Services – MetroPlus Health Plan

50 Water Street, 7th Floor

New York, NY 10004

- **General Phone:** 1-800-303-9626, 7 days per week 8:00 a.m. to 8:00 p.m.
- **Medicare Members:** 1-866-986-0356, 7 days per week, 8:00 a.m. to 8:00 p.m.
- **TTY:** 711

How to Contact MetroPlus Anonymously:

Compliance Hotline (completely anonymous and accessible 24 hours a day, 7 days a week, 365 days a year):

- Call 1-888-245-7247
- Submit an online report by visiting:
<https://metroplus.org/about-us/privacy-policies/>