



PRIVACY PRACTICES

Colorado Choice will keep your medical information confidential. This includes any medical records, computer data, reports, or records about you or your health care. You have the right to keep your medical information and records confidential, unless you say differently. You also have the right to review, request corrections to, and receive a copy of your medical records or protected health information. Contact Customer Service at 800-475-8466 or 719.589.3696 for assistance.

Some of the things Colorado Choice does to keep your information private:

- We only release Member and eligibility information to contracted providers after that provider has given positive identification.
- We do not reveal confidential Member information except for treatment, payments, or health care operations. Every precaution is taken so that information transmitted is handled in a confidential manner. Transfer of such information is allowable under current regulations.
- We do not disclose confidential information that is not used for treatment, payment, or health care operations without your full authorization.
- We keep your confidential information private within Colorado Choice because only certain employees are permitted to have access to your confidential information.
- You have the right to access your confidential medical information. We will provide you with access and an accounting of disclosures upon request. You also have the right to amend your confidential medical information and request restrictions on the use and disclosure of your confidential medical information
- Colorado Choice takes its commitment to confidentiality seriously and has policies in place that protect your confidential information secure from oral, written, or electronic disclosure.

You have the right to report any incident that you believe results in an unauthorized disclosure of confidential information. You should report the incident to Colorado Choice's Privacy Officer by calling 800.475.8466 or 719.589.3696.

Esta información está disponible en otros formatos que incluyen una traducción de Español y una versión de letra grande. Por favor, llame a los Servicios para Clientes en el número que aparece arriba si necesita información del plan en otro formato o idioma.