

All information acquired by MedAssist, Incorporated will be kept private and confidential under the federal HIPAA laws and regulations.

If you believe that your rights have been violated, you have the right to voice concerns or complaints, without recourse, in writing to:

MedAssist, Incorporated
ATTN: HIPAA Privacy Office
1661 Lyndon Farm Court
Louisville, KY 40223

HIPAA violations also may be reported by calling 1-800-736-2107 extension 3535 or send an e-mail to hipaa@medassistgroup.com.

MedAssist, Incorporated reserves the right to make changes to this notice, while continuing to maintain the confidentiality of all healthcare information
This notice is effective April 14, 2003

MEDASSIST[®]
A FIRSTSOURCE COMPANY



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Corporate Headquarters
1661 Lyndon Farm Court
Louisville, KY 40223
502 499 0855
www.medassist.biz



Eligibility Services

Helping patients and their families through the often difficult and confusing process of applying for assistance.

* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.

MedAssist is here to help you and your family.

MedAssist Patient Representatives are available to discuss government programs that provide assistance with medical bills to qualifying individuals and their families. MedAssist services are provided FREE OF CHARGE to its patients in need of help as a courtesy of this hospital.

Approved applications for County, State and Federal programs such as Medicaid, SSI/SSD, Crime Victim's Compensation, etc., may provide the assistance needed for coverage of medical bills and other additional benefits.

Patient Benefits:

- Satisfy patient responsibility to the hospital
- On-going medical card for preventive healthcare
- Provide community resource information
- Reduce stress

Timely filing of applications required by agencies can be critical to coverage of medical bills. MedAssist Patient Representatives will assist patients to complete and register applications with the appropriate agencies. We will support patients through the entire application process to provide valuable information and resources.

Please contact us today. Your information is fully protected under the MedAssist Privacy Notice and HIPAA Guidelines.

MedAssist Incorporated Privacy Statement

The following notice describes how your confidential healthcare information may be used and disclosed by MedAssist, Incorporated. It also provides information on how you may obtain access to this information.

Please review this information carefully.

Your confidential healthcare information may be released to healthcare professionals for the following purposes:

- Payment of healthcare services provided by a MedAssist Client.
- Assistance with a federal disability application through the State's Disability Determination Unit and/or the Social Security Administration.
- Assistance with Social Services and/or Community Based Services.
- Investigation by law enforcement agencies in the event that you and/or a family member is a victim of a criminal act.

You have the right to:

- Restrict the use of your confidential information
 - a) Unless this information is in conflict with MedAssist contractual obligations to its clients
- Know who has accessed your confidential information
 - a) And, for what purpose the information was accessed
 - b) A copy of the MedAssist Privacy Notice upon request
 - a. Electronic or paper copy
 - b. Confidential duties and/or practices provided upon request