

# Notice of Privacy Practices: Your Information, Your Rights, Our Responsibilities



COMPLETE HEALTHCARE

**Effective Date: February 16, 2026**

This notice describes how medical and substance use disorder treatment information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This Notice of Privacy Practices is provided in accordance with the Health Insurance Portability and Accountability Act (HIPAA), the Confidentiality of Substance Use Disorder Patient Records regulations under 42 CFR Part 2, and applicable federal and state privacy laws as updated through 2026.

## **Your Rights**

You have the right to access your medical and substance use disorder treatment records in paper or electronic form and may request a copy or summary of your records. We will provide access within the time required by law and may charge a reasonable, cost-based fee. You have the right to request corrections to information that you believe is inaccurate or incomplete, and we will respond in writing within the required timeframes.

You have the right to request confidential communications and ask that we contact you in a specific way or at a specific location, and we will honor all reasonable requests. You have the right to request restrictions on the use or disclosure of your health information, including restrictions on disclosures to health plans if you pay for services in full out of pocket, and we will comply unless disclosure is required by law.

You have the right to receive an accounting of disclosures of your information as required under HIPAA and 42 CFR Part 2. You may request a list of disclosures made during the applicable lookback period and will receive one free accounting per year, with reasonable fees for additional requests.

You have the right to receive a copy of this notice in paper or electronic form at any time. You have the right to designate a personal representative, such as a legal guardian or power of attorney, to act on your behalf. You have the right to file a complaint if you believe your privacy rights have been violated, and we will not retaliate against you for filing a complaint.

## **Your Choices**

You may choose how we share your information with family members, friends, or others involved in your care or payment for care, in disaster relief situations, or in other situations where your preferences apply. If you are unable to communicate your preferences, we may share information if it is in your best interest or necessary to prevent a serious and imminent threat to health or safety.

We will not use or disclose your information for marketing purposes, the sale of your information, or most uses of psychotherapy notes without your written authorization. You may opt out of fundraising communications at any time. If substance use disorder treatment information is used for fundraising, you will receive clear notice and an opportunity to opt out before any communication is sent.

## **Uses and Disclosures for Treatment, Payment, and Health Care Operations**

With your consent, we may use and disclose your health information to provide treatment, coordinate care with other providers, obtain payment for services, and operate our organization. Under the 2024 and 2026 updates to 42 CFR Part 2, a single written consent may allow future uses and disclosures for treatment, payment, and health care operations, including sharing information through health information exchanges and care coordination systems.

Information disclosed to HIPAA-covered entities or business associates for treatment, payment, or health care operations may be redisclosed in accordance with HIPAA, but substance use disorder information may not be used in civil, criminal, administrative, or legislative proceedings against you without your written consent or a court order meeting Part 2 requirements.



### **Other Permitted Uses and Disclosures**

We may use or disclose your information without consent in limited circumstances allowed by law, including medical emergencies, public health reporting, research with proper safeguards, health oversight activities, audits and evaluations, reporting suspected child abuse or neglect, reporting crimes on program premises, responding to court orders, and cooperating with regulatory agencies. Any disclosure of substance use disorder treatment information will follow the strict protections of 42 CFR Part 2 and applicable state laws.

### **Legal Proceedings and Court Orders**

We will not disclose substance use disorder treatment records for legal proceedings against you without your written consent or a valid court order that meets federal requirements. Any response to subpoenas or legal demands will comply with HIPAA and 42 CFR Part 2 protections and will be limited to what is legally required.

### **Breach Notification and Security**

We are required by law to maintain the privacy and security of your protected health information and substance use disorder treatment records. If a breach occurs that may have compromised the privacy or security of your information, we will notify you promptly in accordance with HIPAA and 42 CFR Part 2 breach notification requirements.

### **Complaints and Contact Information**

If you believe your privacy rights have been violated, you may contact the Privacy Officer:

Wes Jarrell

Email: [Wes@CompleteHealthcare.com](mailto:Wes@CompleteHealthcare.com)

Phone: 614-882-4343

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by visiting [www.hhs.gov/hipaa](http://www.hhs.gov/hipaa) or by calling 1-877-696-6775. Filing a complaint will not affect your care or services.

### **Our Responsibilities**

We are required by law to protect the privacy and security of your health information, provide you with this notice, follow the terms of this notice, obtain consent when required, and notify you of any changes. We will not use or disclose your information in ways not described in this notice without your written authorization, and you may revoke authorization at any time in writing.

### **Changes to This Notice**

We reserve the right to change the terms of this notice at any time. Any revised notice will apply to all information we maintain and will be available upon request and on our website.

This Notice complies with HIPAA, the 42 CFR Part 2 Final Rule (2024–2026 implementation), and applicable federal and state privacy laws governing protected health information and substance use disorder treatment records.