



Notice of Privacy Practices

This notice informs you of the privacy practices of the Minnesota Board on Aging (MBA), which administers the Senior LinkAge Line® (SLL) through local Area Agencies on Aging (AAA). The SLL is a free service that helps older adults and their families find community services or plan their future with objective information and assistance on a wide range of topics.

This notice describes how medical information and other private information about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

You have privacy rights under the Minnesota Data Practices Act and the federal Health Insurance Portability and Accountability Act (HIPAA). These laws protect your privacy, but also let us give information about you to others, if a law requires it. We may tell you before we give the information to another organization.

Why do we ask for this information?

The SLL is funded by various grants that have reporting requirements. We ask you questions to best assist you and comply with our reporting requirements. Most of the information we collect is reported to our grantors in a way that will not identify you individually.

Why do we ask for your Social Security number?

We use Social Security Numbers to verify identity and prevent duplication of state and federal benefits. We will keep all the information you provide private and secure, as required by law.

Do you have to answer the questions we ask?

You do not have to give us your personal information, but without the information, we may not be able to help.

With whom may we share the information about you?

We will share information about you only as needed and as allowed or required by law. We may share your information with the following agencies or people that need the information to do their jobs:

- Employees or volunteers with other state, county, local, federal and partner nonprofit and private agencies
- Researchers and others that do quality-of-care reviews and studies
- Health care insurers, health care agencies, managed care organizations and others that pay for your care
- Guardians, conservators or people with power of attorney who are authorized representatives.

What are our responsibilities?

- We must protect the privacy of your personal, health care and other private information according to legal requirements and the terms of this notice.
- We may not use your information for reasons other than the reasons listed on this form or share your information with individuals and agencies other than those listed on this form, unless you tell us in writing that we can.
- We will not sell any data collected, created or maintained as part of the assistance we provide you.
- We may change our privacy policy. Those changes will apply to all information we have about you. The new notice will be available on request, and we will put changes to it on our website at www.seniorlinkageline.com.
- As the law requires, if something happens that causes your private information to no longer be private and secure, we will let you know.

What are your rights regarding the information we have about you?

You and people you have given permission to may see and copy private information we have about you. You may have to pay for the copies. You can choose someone to act for you with a medical power of attorney or as a legal guardian. That person can exercise your rights and make choices about your information.

Ask us to correct health or other records about you

You may question whether the information we have about you is correct. Send your concerns in writing. Tell us why the information is wrong or not complete. We will attach your explanation anytime information is shared.

Request confidential communications

You have the right to ask us in writing to share health information with you in a certain way or place. We will consider all reasonable requests. We must say yes if you tell us you would be in danger if we did not.

Ask us to limit what we use or share

You can ask us not to use or share certain information for our operations. We are not required to agree to your request, and we may say no if it would affect the help we provide you.

You can ask for a list of those with whom we've shared information

This list will not include disclosures for treatment, payment and health care operations. It will also not include certain other disclosures, such as any you asked us to make. We will provide one list 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 from the Senior LinkAge Line website (<https://www.seniorlinkageline.com/noticeprivacypractices>)

If you believe your privacy rights have been violated

You may complain if you believe your privacy rights have been violated. You cannot be denied service or treated badly because you have made a complaint. If you think the SLL, AAA or MBA have violated your privacy rights, you may send a written complaint to:

U.S. Department of Health and Human Services
Office for Civil Rights, Region V
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
312-886-2359 (voice) 800-368-1019 (toll free)
800-537-7697 (TTY) 312-886-1807 (fax)

Or to:
Minnesota Board on Aging
Attn: Privacy Official
PO Box 64976
St. Paul, MN 55164-0976

Whom do you contact if you need more information about privacy practices?

If you need more information about privacy practices, call the Health Care Consumer Support at 800-657-3739 or 651-431-2670.

Acknowledgment of Receipt of Notice of Privacy Practices

I have read this entire form or have had it explained to me and I understand it. I have been given the chance to ask questions about the Minnesota Board on Aging, Area Agencies on Aging and Senior LinkAge Line and all of my questions have been answered to my satisfaction.