

## Notice of Privacy Practices

**Effective Date:** January 06, 2025

**Updated:** March 31, 2025

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

## Our Commitment to Your Privacy

Texas Senior Care At Home is committed to protecting your medical information. We create records of the care and services you receive to provide you with quality healthcare and comply with legal requirements. This Notice applies to all records of your care created or maintained by our practice.

## Your Rights

You have the right to:

- **Get a copy of your medical record** – You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you.
- **Ask us to correct your medical record** – If you believe your record is incorrect or incomplete, you may request a correction.
- **Request confidential communications** – You can ask us to contact you in a specific way (e.g., home or office phone) or send mail to a different address.
- **Ask us to limit what we use or share** – You can request a restriction on certain uses or disclosures of your health information.
- **Get a list of those with whom we've shared your information** – You can request an accounting of disclosures.
- **Choose someone to act for you** – If you have given someone medical power of attorney or if someone is your legal guardian, they can exercise your rights.
- **File a complaint if you feel your rights are violated** – You can file a complaint with our office or with the U.S. Department of Health & Human Services.

## How We Use and Share Your Information

We may use and share your information to:

- **Treat you** – Share health information with other providers involved in your care.
- **Run our organization** – Improve care, manage operations, and conduct quality assessments.
- **Bill for services** – Submit claims to insurance providers or collect payment from third parties.
- **Comply with the law** – Share information as required by federal, state, or local regulations.
- **Respond to legal requests and public health needs** – Work with authorities for public health and safety concerns.
- **Support research** – Share information for health research (only with authorization or as permitted by law).
- **Prevent fraud and abuse** – Work with organizations to detect or prevent healthcare fraud.



## Texas Senior Care At Home

Tel: 726.256.6499 | Fax: 888.649.4099 | [tscinfo@txasf.com](mailto:tscinfo@txasf.com)  
1100 NE I-410 Loop Ste 706 San Antonio, TX 78209

### Accountable Care Organization (ACO) Participation

Texas Senior Care At Home participates in **Aledade ACO**, a network of independent healthcare providers collaborating to improve care quality and reduce healthcare costs. Through this participation:

- We may share health information with Aledade ACO and other participating providers for care coordination and quality improvement.
- The ACO uses data analytics to support better patient outcomes.
- Your medical information will only be used as permitted by HIPAA and applicable laws.

If you have concerns about sharing your information for ACO purposes, you may contact us to discuss your options.

### Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your protected health information (PHI).
- Notify you promptly if a breach occurs that may have compromised your PHI.
- Provide you with a copy of this Notice upon request.
- Follow the duties and privacy practices described in this Notice.

### Changes to This Notice

We may update this Notice periodically. Changes will apply to all information we maintain. The most current version will be available at our office and on our website.

### Contact Information

If you have questions about this Notice, need to exercise your rights, or want to file a complaint, please contact:

#### Texas Senior Care At Home

1100 NE I-410 Loop Ste 706  
San Antonio, TX 78209  
726.256.6499  
[tscinfo@txasf.com](mailto:tscinfo@txasf.com)  
[texasseniorcareathome.com](http://texasseniorcareathome.com)

You may also file a complaint with the U.S. Department of Health & Human Services Office for Civil Rights at [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

We will not retaliate against you for filing a complaint.