

HIPAA Privacy Policy

Effective Date: 01/01/2025

Call It In LLC

Effective Date: August 2020

Introduction

Call It In LLC ("Company," "we," "us," or "our") is committed to protecting the privacy and security of protected health information (PHI) in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This HIPAA Privacy Policy outlines how we collect, use, disclose, and protect PHI obtained through our courier and medical delivery services.

Your Rights

As a patient or covered entity, you have certain rights concerning your PHI, including:

- **Access to Your PHI:** You have the right to request access to the PHI we maintain about you.
- **Request for Corrections:** If you believe your PHI is incorrect or incomplete, you can request an amendment.
- **Confidential Communications:** You may request that we communicate with you in a certain way or at a certain location to maintain privacy.
- **Restrictions on Disclosures:** You have the right to request limitations on how we use or disclose your PHI.
- **Accounting of Disclosures:** You can request a list of instances in which we have disclosed your PHI for reasons other than treatment, payment, or healthcare operations.
- **File a Complaint:** If you believe your rights have been violated, you have the right to file a complaint with us or with the U.S. Department of Health and Human Services (HHS).

How We Use and Disclose Your PHI

We may use and disclose PHI for the following purposes:

- **Treatment:** We may use and share PHI with healthcare providers to facilitate medical deliveries and services.
- **Payment:** We may use and share PHI to process payments for services rendered.
- **Healthcare Operations:** We may use PHI for business operations, such as training staff and ensuring compliance with applicable regulations.
- **Legal and Regulatory Compliance:** We may disclose PHI if required by law or government agencies.
- **Authorized Uses:** We will not use or disclose PHI for purposes outside of those listed above unless we obtain your written authorization.

Important Note: Because our emails are not encrypted, we never share PHI through emails. Any PHI communication will be conducted through secure and HIPAA-compliant methods.

Safeguarding Your PHI

We implement administrative, physical, and technical safeguards to protect PHI against unauthorized access, disclosure, and misuse. These measures include:

- Secure data storage and encryption practices
- Access control policies restricting PHI access to authorized personnel
- HIPAA-compliant technology solutions for secure electronic communication
- Employee training programs to ensure compliance with HIPAA regulations

Third-Party Business Associates

We may contract with third-party service providers, known as "business associates," who perform services on our behalf and require access to PHI. These business associates are required to comply with HIPAA regulations and protect PHI under strict confidentiality agreements.

Retention and Disposal of PHI

We retain PHI for as long as necessary to fulfill the purposes outlined in this policy or as required by law. When PHI is no longer needed, we securely dispose of it in compliance with HIPAA regulations.

Changes to This HIPAA Privacy Policy

We reserve the right to update this HIPAA Privacy Policy at any time. Any changes will be effective upon posting to our website with an updated "Effective Date." We encourage you to review this policy periodically to stay informed about how we protect your PHI.

Contact Us

For verification purposes, our NPI number is available upon request.

If you have any questions, concerns, or requests regarding this HIPAA Privacy Policy, please contact us:

Call It In LLC

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By using our services, you acknowledge that you have read and understood this HIPAA Privacy Policy and agree to its terms.