



NOTICE OF PRIVACY PRACTICES

This notice describes how information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

Mystic Valley Elder Services (MVES) provides a variety of services that enable older people and adults with disabilities to stay at home in the community. Because we work with a variety of funding sources, including Medicaid, and get referrals from a number of health care providers, we may have personal health information about you.

Personal health information includes things such as certain medical diagnoses, the kinds of medical or treatment services you get, or the dates you get the services. This notice explains when MVES may use and share your health information and your rights regarding your health information.

By law, MVES must:

- *protect the privacy of your health information as described in this notice;*
- *explain our privacy practices to you; and*
- *notify you if your health information is obtained by an unauthorized person.*

MVES may use or share your health information:

- when communicating with family members or other persons identified as a contact person for your care or your general condition;
- with medical professionals including: primary care physicians, other physician specialists and their office medical staff, local hospitals, rehabilitation facilities, health insurances or nursing homes, as part of managing your care;
- when required by law;
- for payment activities, such as checking if you are eligible for health benefits, and being paid for services you get;
- to operate our programs, including evaluating the quality of the services you get;

- with our provider vendors to coordinate your services;
- with health-oversight agencies (such as MassHealth, or the federal Centers for Medicare and Medicaid Services) for oversight activities authorized by law, including fraud and abuse investigations;
- to a coroner, medical examiner, funeral director, or their designees, as necessary to carry out their duties;
- for research projects that meet privacy requirements, and help us evaluate or improve the Agency's programs;
- with government agencies that give you benefits or services;
- to prevent or respond to an immediate and serious health or safety emergency;
- to tell you about new benefits and services, or health-care choices you have; and
- to raise funds for MVES charitable purposes.

Except as described above, MVES cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing. We must get your permission to use your information for marketing purposes or when we are paid for your health information. Please Note: We cannot take back any health information we used or shared when we had your permission.

You have the right:

- to see and get a copy of personal health information. You must ask for this in writing or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. MVES may charge you to cover certain costs, such as copying and postage;
- to ask MVES to change your health information if you think it is wrong or incomplete. You must tell us in writing or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. Identify what health information you want us to change, and why;
- to ask MVES to limit its use or sharing of your health information. You must ask for this in writing or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document. MVES is not required to agree to your request, unless it relates to a service that you have paid for in full;
- to ask MVES to get in touch with you in some other way, if contacting you at the address or telephone number we have on file for you would put you in danger. Please let us know by telephone and tell us exactly where and how MVES should

contact you so that we may discuss. MVES will confirm in writing with you what you have stated.

- to get a list of when and with whom MVES has shared your health information, with certain exceptions. You must ask for this in writing or direct someone else that you designate to write on your behalf. If you have someone acting as a Power of Attorney, Health Care Proxy Holder, Guardian or Conservator, he or she may also execute this document; and
- to ask MVES not to solicit funds for MVES for charitable purposes.
- to get a paper copy of this notice at any time or access electronically at <https://mves.org/privacy-policy/>.

Substance Use Disorder Treatment Information:

If MVES receives or maintains any information about you from a substance use disorder treatment program that is covered by 42 CFR Part 2 (a “Part 2 Program”) through a general consent you provide to the Part 2 Program to use and disclose the Part 2 Program record for purposes of treatment, payment or health care operations, MVES may use and disclose your Part 2 Program record for treatment, payment and health care operations purposes as described in this Notice. If MVES receives or maintains your Part 2 Program record through specific consent you provide to us or another third party, MVES will use and disclose your Part 2 Program record only as expressly permitted by you in your consent as provided to us.

In no event will MVES use or disclose your Part 2 Program record, or testimony that describes the information contained in your Part 2 Program record, in any civil, criminal, administrative, or legislative proceedings by any Federal, State, or local authority, against you, unless authorized by your consent or the order of a court after it provides you notice of the court order.

If MVES uses this information to raise funds for our benefit, MVES must first provide you with a clear and conspicuous opportunity to elect not to receive any fundraising communications.

By law, MVES must give you this notice explaining that we protect your health information, and that we must follow the terms of this notice.

If we at MVES change how we use and share your health information, we will notify you of these changes.

MVES takes your privacy very seriously. If you would like to exercise any of the rights we describe in this notice, or if you feel that MVES has violated your privacy rights, contact MVES Privacy Officer in writing at the following address:

Director of Quality Improvement
Mystic Valley Elder Services
300 Commercial Street, #19
Malden, MA 02148

Filing a complaint or exercising your rights will not affect your covered services. You may also file a complaint with the U.S. Secretary of Health and Human Services.

For more information, or if you need help understanding this notice, call
(781) 324-7705 Monday through Friday, 9 a.m. – 5 p.m.

Effective: 2/1/2026

Replaces: 9/23/13, 4/23/14, 10/6/2022