

Disability Hub MN™ Notice of Privacy Practices



This notice informs you of the privacy practices of the Minnesota Department of Human Services (DHS) which administers the Disability Hub MN™ (Hub) through Southeastern Minnesota Center for Independent Living and Metropolitan Center for Independent Living. The Hub is a free service helping people with disabilities and the people who support them find community services or plan their future with objective information and assistance on a wide variety 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.

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 Hub receives funding from several sources, and provides high level reports to some of the sources about the number of people served, type of assistance provided (health care, health insurance, housing, benefits, etc.), how the Hub assisted, length of call, etc. The Hub never reports about a person; it only shares aggregate (combined group) data.

Why do we ask for personal information?

We use unique identifying information like your first and last name, home address, date of birth, Social Security number or PMI number to verify it is you. The Hub must protect your information, and those of others. We want to make sure we are speaking to the correct person before we give out benefit information. The Hub is required by law to protect your personal information.

Do you have to answer the questions we ask?

You do not have to give us your personal information. 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 of state, county, tribal, local, and federal agencies, managed care organizations and other agencies on contract with MN Department of Human Services.
- Guardians, conservators or people with power of attorney who are authorized representatives
- Third party vendors under contract with the Hub to support our systems and tools.

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.disabilityhubmn.org
- 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, including chat transcripts, recording of a phone conversation, phone transcript, and documentation within the client tracking tool. To maintain privacy, your request for this information must be submitted in writing (through email or mail) and copies will be mailed to you. For large requests, you may need 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.

What if you believe your privacy rights have been violated?

You may report 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 Hub, CIL or DHS have violated your privacy rights, you may send a written complaint to:

MN Dept of Human Services
Attn: Privacy Official
Disability Response Center
PO Box 64967
St. Paul, MN 55164-0967
651-431-4300 or 866-267-7655

Or to:

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

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

If you need more information about privacy practices, call the Department of Human Services, Disability Services Division Response Center at 651-431-4300 or 866-267-7655.