



Protected Health

Confidentiality and Protection of Member Protected Health Information

MedCare Partners is committed to protecting the member's protected health information (PHI). When a member completes an application for coverage, his/her signature authorizes MedCare Partners to collect PHI (including both medical information, and data such as address and telephone number). This general consent, as well as the HIPAA Privacy Rule, allows MedCare Partners to communicate with physicians and other providers regarding a member's treatment and payment. MedCare Partners protects oral, written, and electronic PHI across the organization.

MedCare Partners also participates in quality measurement activities that may require employees to access PHI. MedCare Partners has created policies and procedures to protect such information from inappropriate use or disclosure. We will not disclose, sell or otherwise use PHI unless permitted by law, and then only to the extent necessary to administer the health plan. We will obtain written authorization from the member to use his/her PHI for any other purpose.

MedCare Partners has policies to protect the rights of any prospective or current members unable to give consent. These policies permit member's legally authorized representative to give consent on the member's behalf.

Through its contracts with providers, MedCare Partners has policies in place to allow members to inspect their medical records maintained by providers and, when needed, to include a written statement in such records. As a HIPAA Privacy right, members also have the right to review their records maintained by MedCare Partners.

Members or their legal representative may request access to their medical records by sending a request in writing as follows:

- Mail requests to: 21216 Northwest Fwy, Suite 260, Cypress, TX 77429
- FAX requests to: 1-888-336-9968
- Email requests to: info@mcpartnerstx.com

MedCare Partners's Privacy Notice is posted on this webpage. Additionally, Members may request a copy of MedCare Partners's Privacy Notice by contacting the customer service number on the back of their identification card. The phone number is 1-888-980-3040 between 8 am and 8 pm Monday through Friday and between 8 am and 8 pm weekends from October 1 to March 31.