

PRIVACY PRACTICES & REFUND NOTICE

Any questions and/or comments concerning refunds or privacy practices please contact:
Darryl Williams at (434) 455-6500 email: dwilliams@generationsolutions.net
Or alternate contact
Edie Gibbs 434) 455-6500 email: egibbs@generationsolutions.net

Refunds

If any refund to client or credit to the client's account is warranted, Generation Solutions will refund the client via check or credit to the client's account within 14 business days.

Privacy

Generation Solutions takes the issue of privacy seriously. Generation Solutions will never sell any personally identifiable information or payment obtained from a user to a third party.

As Required by Privacy Regulations Promulgated Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO YOUR IDENTIFIABLE HEALTH INFORMATION.

PLEASE REVIEW THIS NOTICE CAREFULLY.

A. OUR COMMITMENT TO YOUR PRIVACY

Generation Solutions is dedicated to maintaining the privacy of your identifiable health information. In conducting our business, Generation Solutions will create records regarding you and the treatment and services Generation Solutions provide to you. Generation Solutions is required by law to maintain the confidentiality of health information that identifies you. Generation Solutions also is required by law to provide you with this notice of its legal duties and privacy practices concerning your identifiable health information. By law, Generation Solutions must follow the terms of the notice of privacy practices that Generation Solutions have in effect at the time.

To summarize, this notice provides you with the following important information:

- How Generation Solutions may use and disclose your identifiable health information
- Your privacy rights in your identifiable health information
- Generation Solutions' obligations concerning the use and disclosure of your identifiable health information.

The terms of this notice apply to all records containing your identifiable health information that are created or retained by our business. Generation Solutions reserves the right to revise or amend our notice of privacy practices. Any revision or amendment of this notice will be effective for all of your records our business has created or maintained in the past, and for any of your records Generation Solutions may create or maintain in the future. Generation Solutions will post a copy of our current notice in our offices in a prominent location, and you may request a copy of our most current notice at anytime.

B. IF YOU HAVE QUESTIONS ABOUT THIS NOTICE, PLEASE CONTACT:

Generation Solutions designated "Privacy Officer" at (434) 455-6500

C. GENERATION SOLUTIONS MAY USE AND DISCLOSE YOUR HEALTH INFORMATION IN THE FOLLOWING WAYS:

The following categories describe the different ways in which Generation Solutions may use and disclose your identifiable health information.

- 1. Treatment.** Generation Solutions may use your identifiable health information to treat you. You may have undergone laboratory test and Generation Solutions may use these results determine your care plan. Many of the people who work for Generation Solutions may use or disclose your identifiable health information in order to treat you or to assist others in your treatment. Additionally, Generation Solutions may disclose your identifiable health information to others who may assist in your care, such as your physician, therapists, spouse, children or parents.
- 2. Payment.** Generation Solutions may use and disclose your identifiable health information in order to bill and collect payment for the services and items you may receive from us. For example, Generation Solutions may contact your health insurer to certify that you are eligible for benefits (and for what range of benefits), and Generation Solutions may provide your insurer with details regarding your treatment to determine if your insurer will cover, or pay for, your treatment. Generation Solutions also may use and disclose your identifiable health information to obtain payment from third parties that may be responsible for such costs, such as family members. Also, Generation Solutions may use your identifiable health information to bill you directly for services and items.
- 3. Health Care Operations.** Generation Solutions may use and disclose your identifiable health information to operate our business. As examples of the ways in which Generation Solutions may use and disclose your information for our operations, Generation Solutions may use your health information to evaluate the quality of care you received from us, or to conduct cost-management and business planning activities for our business.

OPTIONAL:

4. **Appointment Reminders.** Generation Solutions may use and disclose your identifiable health information to contact you and remind you of visits/deliveries.

OPTIONAL:

5. **Health-Related Benefits and Services.** Generation Solutions may use and disclose your identifiable health information to inform you of health-related benefits or services that may be of interest to you.

OPTIONAL:

6. **Release of Information to Family/Friends.** Generation Solutions may release your identifiable health information to a friend or family member that is helping you pay for your health care, or who assists in taking care of you.
7. **Disclosures Required By Law.** Generation Solutions will use and disclose your identifiable health information when Generation Solutions is required to do so by federal, state or local law.

D. USE AND DISCLOSURE OF YOUR IDENTIFIABLE HEALTH INFORMATION IN CERTAIN SPECIAL CIRCUMSTANCES

The following categories describe unique scenarios in which Generation Solutions may use or disclose your identifiable health information:

1. **Public Health Risks.** Generation Solutions may disclose your identifiable health information to public health authorities that are authorized by law to collect information for the purpose of:
 - Maintaining vital records, such as birth and deaths
 - Reporting child abuse or neglect
 - Preventing or controlling disease, injury or disability
 - Notifying a person regarding potential exposure to a communicable disease
 - Notifying a person regarding a potential risk for spreading or contracting a disease or condition
 - Reporting reactions to drugs or problems with products or devices
 - Notifying individuals if a product or device they may be using has been recalled
 - Notifying appropriate government agency(ies) and authority(ies) regarding the potential abuse or neglect of an adult client (including domestic violence); however, Generation Solutions will only disclose this information if the client agrees or Generation Solutions is required or authorized by law to disclose this information
 - Notifying your employer under limited circumstances related primarily to workplace injury or illness or medical surveillance.

2. **Health Oversight Activities.** Generation Solutions may disclose your identifiable health information to a health oversight agency for activities authorized by law. Oversight activities can include, for example, investigations, inspections, audits, surveys, licensure and disciplinary actions; civil, administrative and criminal procedures or actions; or other activities necessary for the government to monitor government programs, compliance with civil rights laws and the health care system in general.
3. **Lawsuits and Similar Proceedings.** Generation Solutions may use and disclose your identifiable health information in response to a court or administrative order, if you are involved in a lawsuit or similar proceeding. Generation Solutions also may disclose your identifiable health information in response to a discovery request, subpoena, or other lawful process by another party involved in the dispute, but only if Generation Solutions have made an effort to inform you of the request or to obtain an order protecting the information the party has requested.
4. **Law Enforcement.** Generation Solutions may release identifiable health information if asked to do so by a law enforcement official:
 - Regarding a crime victim in certain situations, if Generation Solutions is unable to obtain the person's agreement
 - Concerning a death Generation Solutions believe might have resulted from criminal conduct
 - Regarding criminal conduct at our offices
 - In response to a warrant, summons, court order, subpoena or similar legal process
 - To identify/locate a suspect, material witness, fugitive or missing person
 - In an emergency, to report a crime (including the location or victim(s) of the crime, or the description, identity or location of the perpetrator)
5. **Serious Threats to Health or Safety.** Generation Solutions may use and disclose your identifiable health information when necessary to reduce or prevent a serious threat to your health or the health or safety of another individual or the public. Under these circumstances, Generation Solutions will only make disclosures to a person or organization able to help prevent the threat.
6. **Military.** Generation Solutions may disclose your identifiable health information if you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate military command authorities.
7. **National Security.** Generation Solutions may disclose your identifiable health information to federal officials for intelligence and national security activities authorized by law. Generation Solutions also may disclose your identifiable health information to federal officials in order to protect the

President, other officials or foreign heads of state, or to conduct investigations.

8. **Inmates.** Generation Solutions may disclose your identifiable health information to correctional institutions or law enforcement officials if you are an inmate or under the custody of a law enforcement official. Disclosure for these purposes would be necessary: (a) for Generation Solutions to provide health care services to you, (b) for the safety and security of Generation Solutions, and /or (c) to protect your health and safety or the health and safety of other individuals.
9. **Workers' Compensation.** Generation Solutions may release your identifiable health information for workers' compensation and similar programs.

E. YOUR RIGHTS REGARDING YOUR IDENTIFIABLE HEALTH INFORMATION

You have the following rights regarding the identifiable health information that Generation Solutions maintains about you:

1. **Confidential Communications.** You have the right to request that Generation Solutions communicate with you about your health and related issues in a particular manner or at certain location. For instance, you may ask that Generation Solutions contact you at work rather than home. In order to request a type of confidential communication, you must make a written request to Generation Solutions' Privacy Officer at 1032 Claymont Drive, Lynchburg, Virginia 24502, specifying the request method or contact, or the location where you wish to be contacted. Generation Solutions will accommodate reasonable requests. You do not need to give a reason for your request.
2. **Requesting Restrictions.** You have the right to request a restriction in Generation Solutions' use or disclosure of your identifiable health information for treatment, payment or health care operations. Additionally, you have the right to request that Generation Solutions limit our disclosure of your identifiable health information to individuals involved in your care or the payment of your care, such as family members and friends.

Generation Solutions is not required to agree to your request; however, if Generation Solutions does agree, Generation Solutions is bound by our agreement except when otherwise required by law, in emergencies, or when the information is necessary to treat you. In order to request a restriction in our use or disclosure of your identifiable health information, you must make your request in writing to Generation Solutions' Privacy Officer at 1032 Claymont Drive, Lynchburg, Virginia 24502. Your request must describe in a clear and concise fashion: (a) the information you wish restricted; (b) whether

you are requesting to limit Generation Solutions' use, disclosure or both; and (c) to whom you want the limits to apply.

- 3. Inspection and Copies.** You have the right to inspect and obtain a copy of the identifiable health information that may be used to make decisions about you, including client medical records and billing records, but not including psychotherapy notes. You must submit your request in writing to Generation Solutions' Privacy Officer at 1032 Claymont Drive, Lynchburg, Virginia 24502, in order to inspect and/or obtain a copy of your identifiable health information. Generation Solutions may charge a fee for the cost of copying, mailing, labor and supplies associated with your request. Generation Solutions may deny your request to inspect and/or copy in certain limited circumstances; however, you may request a review of our denial. Review will be conducted by another licensed health care professional chosen by us.
- 4. Amendment.** You may ask us to amend your health information if you believe it is incorrect or incomplete, and you may request an amendment for as long as the information is kept by or for Generation Solutions. To request an amendment, your request must be made in writing and submitted to Generation Solutions' Privacy Officer at 1032 Claymont Drive, Lynchburg, Virginia 24502. You must provide us with a reason that supports your request for amendment. Generation Solutions will deny your request if you fail to submit your request (and the reason supporting your request) in writing. Also, Generation Solutions may deny your request if you ask us to amend information that is: (a) accurate and complete; (b) not part of the identifiable health information kept by or for Generation Solutions (c) not part of the identifiable health information which you would be permitted to inspect and copy; or (d) not created by Generation Solutions, unless the individual or entity that created the information is not available to amend the information.
- 5. Accounting of Disclosures.** All of our clients have the right to request and "accounting of disclosures." An "account of disclosures" is a list of certain disclosures Generation Solutions has made of your identifiable health information. In order to obtain an accounting of disclosures, you must submit your request in writing to Generation Solutions' Privacy Officer at 1032 Claymont Drive, Lynchburg, Virginia 24502. All requests for an "account of Disclosures" must state a time period which may not be longer than six (6) years and may not include dates before April 14, 2003. The first list you request within a 12 month period is free of charge, but Generation Solutions may charge you for additional lists within the same 12 month period. Generation Solutions will notify you of the cost involved with additional requests, and you may withdraw your request before you incur any costs.
- 6. Right to a Paper Copy of This Notice.** You are entitled to receive a paper copy of Generation Solutions notice of privacy practices. You may ask Generation Solutions to give you a copy of this notice at any time. To obtain a paper copy of this notice, contact Generation Solutions' Privacy Officer at (434) 455-6500.

- 7. Right to File a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with Generation Solutions or with the Secretary of the Department of Health and Human Services. To file a complaint with Generation Solutions, contact Generation Solutions' Privacy Officer at (434) 455-6500 or in writing at 1032 Claymont Drive, Lynchburg, Virginia 24502. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**

- 8. Right to Provide an Authorization for other Uses and Disclosures.** Generation Solutions will obtain your written authorization for uses and disclosures that are not identified by this notice or permitted by applicable law. Any authorization you provide to Generation Solutions regarding the use and disclosure of your identifiable health information may be revoked at any time in writing. After you revoke your authorization, Generation Solutions will no longer use or disclose your identifiable health information for the reasons described in the authorization. Please note, Generation Solutions are required to retain records of your care.