

## Privacy Notice & Protected Health Information FAQs

### **Who are you and why did you contact me?**

We are the Alcohol, Drug, and Mental Health Board of Franklin County. We fund agencies to provide mental health and alcohol & drug treatment services to residents of Franklin County. We sent a copy of our new Privacy Notice to everyone who has received services in the last year so they will know their rights about their personal health information.

### **What information do you have on me?**

We operate like an insurance company. If you or someone goes for counseling, the agency sends us the bill and we pay them. So we have billing information. We do NOT have any details about your treatment or issues.

### **What information came with the billing?**

We would receive your name; address; date of birth; the date of your service; diagnosis; what agency you went to and the type of service you received (case management; counseling; medication management; etc).

### **Who do you tell about me?**

Mostly no one. We simply send payment back to your agency. If you have a complaint about your services and have contacted our Client Rights Officer, that person (with your permission) would work with your agency to straighten things out. If you are trying to get into an additional program at another agency, we might be asked to help verify that you qualify.

### **Can I see my information?**

Certainly. We can set up a time to meet and we'll show you. You'll see a list of your appointments and what the payments were for each service.