

All information acquired by MedAssist will be kept private and confidential under federal HIPAA laws and regulations.

If you believe that your rights have been violated, you have the right to voice concerns or complaints, without recourse, in writing to:

MedAssist, LLC  
ATTN: HIPAA Privacy Office  
1661 Lyndon Farm Court  
Louisville, KY 40223

HIPAA violations also may be reported by calling 1-800-736-2107 extension 3535 or sending an e-mail to [hipaa@medassistgroup.com](mailto:hipaa@medassistgroup.com).

MedAssist reserves the right to make changes to this notice, while continuing to maintain the confidentiality of all healthcare information.

This notice is effective April 14, 2003.



**MEDASSIST**<sup>®</sup>  
A FIRSTSOURCE COMPANY

1661 Lyndon Farm Court  
Louisville, KY 40223  
502.499.0855  
[www.medassist.biz](http://www.medassist.biz)

\* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.



## *Eligibility Services*

Helping uninsured and underinsured patients and their families through the difficult and often confusing process of applying for public assistance needed to satisfy their obligation to the medical provider.



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# *MedAssist is here to help you and your family.*

MedAssist patient representatives are available to discuss government programs that provide assistance with medical bills to qualifying individuals and their families. MedAssist provides these services **FREE OF CHARGE** to patients in need of assistance, as a courtesy of this hospital.

Approved applications for federal, state and county programs such as Medicaid, SSI/SSD, victims of crime compensation and charity care may provide the assistance needed for coverage of medical bills and other additional benefits.

## **Patient Benefits:**

- “Fast tracking” of SSI/SSD.
- Reduced stress through education, emotional support, verification and transportation.
- Increased manageability of outstanding debt through the reduction of unpaid bills.
- Ongoing preventive healthcare.
- Assistance with social and/or community-based services

Timely filing of applications required by agencies can be critical to receive coverage of medical bills. MedAssist patient representatives will assist you in completing and registering applications with the appropriate agencies. We support patients through the entire application process, providing valuable information and resources.

Please contact MedAssist today. Your information is fully protected under the MedAssist Privacy Notice and the Health Insurance Portability and Accountability Act (HIPAA) Guidelines.

# *MedAssist, LLC Privacy Statement*

The following notice describes how your confidential healthcare information may be used and disclosed by MedAssist. It also provides information on how you may obtain access to this information.

Please review the following information carefully.

Your confidential healthcare information may be released to healthcare professionals for the following purposes:

- Payment of healthcare services provided by a MedAssist client.
- Assistance with a federal disability application through the state's disability determination unit and/or the Social Security Administration.
- Assistance with social services and/or community-based services.
- Investigation by law enforcement agencies in the event that you and/or a family member are victim of a criminal act.

You have the right to:

- Restrict the use of your confidential information, unless this information is in conflict with MedAssist contractual obligations to its clients.
- Know who has accessed your confidential information, and for what purpose the information was accessed.
- Obtain an electronic or paper copy of the MedAssist Privacy Notice upon request.