

# MTBH Notice of Privacy Practices



## Our Sites:

1421 Business 61 South, Unit G, Bowling Green, MO 63334  
(573) 324-2929

154 Forrest Drive, Hannibal, MO 63401  
(573) 221-2120

146 Communications Drive, Hannibal, MO 63401  
(573) 248-1196

105 Pfeiffer Avenue, Kirksville, MO 63501  
(660) 665-4612

1119 S. Missouri St., Suite E, Macon, MO 63552  
(660) 395-9114

228 S. Jefferson St., Mexico, MO 65265  
(573) 581-8828

100 East Rollins Street, Moberly, MO 65270  
(660) 269-8852

## Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

### Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

#### Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Submit your request in writing.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

#### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Submit your request in writing stating what information you believe is inaccurate or incomplete and state your reasoning to support the request.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

#### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

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# MTBH Notice of Privacy Practices

## Your Rights *continued*

### Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations. Submit your request in writing and indicate that you want to limit use or disclosure of your information and to whom you want this limit to apply.
  - We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- We will say "yes" unless a law requires us to share that information.

### Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why. Submit your request in writing.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

### File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us:

Celia Hagan, Privacy Officer  
105 Pfeiffer Avenue  
Kirksville, MO 63501  
(660) 665-4612

- If you are receiving services reimbursed by the Department of Mental Health, you may contact and file a complaint with the Department's Client Rights Monitor at (573) 751-4942 or by writing:

Client Rights Monitor  
Missouri Department of Mental Health  
1706 East Elm Street  
Jefferson City, MO 65102

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

# MTBH Notice of Privacy Practices

## Your Choices

### For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

#### In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in an agency directory
- Contact you for fundraising efforts

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

#### In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes
- SMS Consent will not be shared with third parties

#### In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

## Special Protections for Substance Use Disorder (SUD) Treatment Records

Federal law provides additional privacy protections for information related to substance use disorder treatment.

- We may use and disclose SUD treatment information for treatment, payment, and health care operations when you have signed a consent that meets federal requirements.
- You may revoke your consent at any time in writing.
- Certain disclosures of SUD records are tracked and may be included in an accounting of disclosures.
- SUD treatment records may not be used in legal proceedings against you without your written consent or a court order, except as permitted by law.
- Federal law prohibits discrimination based on information about substance use disorder treatment in areas such as employment, housing, and access to services.

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## Our Uses and Disclosures

**How do we typically use or share your health information?** We typically use or share your health information in the following ways.

<b>Treat you</b>	<ul style="list-style-type: none"><li>• We can use your health information and share it with other professionals who are treating you.</li></ul>	<b>Example:</b> A doctor treating you for an injury asks another doctor about your overall health condition.
<b>Run our organization</b>	<ul style="list-style-type: none"><li>• We can use and share your health information to run our practice, improve your care, and contact you when necessary.</li></ul>	<b>Example:</b> We use health information about you to manage your treatment and services.
<b>Bill for your services</b>	<ul style="list-style-type: none"><li>• We can use and share your health information to bill and get payment from health plans or other entities.</li></ul>	<b>Example:</b> We give information about you to your health insurance plan so it will pay for your services.
<b>Substance Use Disorder Treatment Information</b>	We maintain records of substance use disorder services that receive additional federal protections. We use and disclose these records only as permitted by HIPAA and 42 CFR Part 2 and consistent with your written consent when required.	

### How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

<b>Help with public health and safety issues</b>	<ul style="list-style-type: none"><li>• We can share health information about you for certain situations such as:<ul style="list-style-type: none"><li>• Preventing disease</li><li>• Helping with product recalls</li><li>• Reporting adverse reactions to medications</li><li>• Reporting suspected abuse, neglect, or domestic violence</li><li>• Preventing or reducing a serious threat to anyone's health or safety</li></ul></li></ul>
<b>Do research</b>	<ul style="list-style-type: none"><li>• We can use or share your information for health research.</li></ul>
<b>Comply with the law</b>	<ul style="list-style-type: none"><li>• We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.</li></ul>
<b>Respond to organ and tissue donation requests</b>	<ul style="list-style-type: none"><li>• We can share health information about you with organ procurement organizations.</li></ul>
<b>Work with a medical examiner or funeral director</b>	<ul style="list-style-type: none"><li>• We can share health information with a coroner, medical examiner, or funeral director when an individual dies.</li></ul>

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## Our Uses and Disclosures continued

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#### Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
  - For workers' compensation claims
  - For law enforcement purposes or with a law enforcement official
  - With health oversight agencies for activities authorized by law
  - For special government functions such as military, national security, and presidential protective services

#### Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

#### Disclosures to parents or legal guardians

- If you are a minor, we may release your medical information to your parents or legal guardians when we are permitted or required under federal and applicable state law.

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site at [www.mtbh.org](http://www.mtbh.org).

*Effective date: 2/16/2026*

### This Notice of Privacy Practices applies to the following organizations.

*This notice applies to Mark Twain Behavioral Health which operates community centers in Bowling Green, Hannibal, Kirksville, Macon, Mexico and Moberly Missouri and services the 14-county service area of northeastern Missouri including: Adair, Audrain, Clark, Knox, Lewis, Macon, Marion, Monroe, Pike, Randolph, Ralls, Schuyler, Scotland, and Shelby.*

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*Mark Twain Behavioral Health Privacy Officer: Celia Hagan  
(660) 665.4612 or [chagan@mtbh.org](mailto:chagan@mtbh.org)*