



Ho'olaha no ka Ho'omalu Mo'olelo Pilikino

Para recibir esta notificación en español por favor llamar al número gratuito de Member Services (Servicios a Miembros) que figura en su tarjeta de identificación.

No ka loa'a 'ana o kēia palapala ho'olaha nei ma ka 'ōlelo Paniolo, e 'olu'olu e kāhea aku i ke ke'ena Customer Care ma ka helu kelepona kāhea manuahi ma [1-866-235-5660](tel:1-866-235-5660).

**WEHEWEHE NŌ HO'I KĒIA PALAPALA HO'OLAHA NEI NO KA HO'OHANA 'IA O KA 'IKE
OLAKINO PONO'Ī A PEHEA HO'I E HIKI AI KE LOA'A AKU IĀ 'OE KĒIA MAU 'IKEPILI.
E 'OLU'OLU E NĀNĀ PONO I KĒIA PALAPALA ME KA MAIKA'I.**

Wehewehe nō ho'i kēia Notice of Privacy Practices (Notice) e pili ana i nā hana mālama kapu a ka hui 'o SilverScript Insurance Company (Ma kēia Notice nei e kuhi pū 'ia ana nō ho'i 'o SilverScript 'o mākou, kākou a i 'ole no mākou). Ho'opili pū 'ia nō ho'i kēia mana'o nei i ka Affiliated Covered Entity ('o ia nō ho'i 'o "Aetna ACE"). He māhele ho'i 'o SilverScript no Aetna ACE. He mau hui kuleana pili pū a he mau hui lawelawe olakino ia ma lalo o ka malu o Aetna. Ho'okuleana nō ho'i lākou iā lākou iho he hui kū ho'okahi i mea e kū ai i ke kōnāwai Health Insurance Portability and Accountability Act (HIPAA).

Ua hiki nō ho'i i nā hui o Aetna ACE ke ka'ana pū aku i ka Protected Health Information (PHI) ma waena o lākou iho. Hana 'ia ho'i penei no nā hana lapa'au, uku, a mālama olakino o Aetna ACE, a ma ka 'āpono 'ia nō ho'i e HIPAA a me kēia Notice.

Helu pū 'ia nō ho'i ka hui 'o SilverScript Insurance Company a me nā hui papahana mālama olakino a māhele kōko'o ho'i ma lalo o ka malu 'o Aetna ACE. No ka papa inoa holo'oko'a o nā lālā o Aetna ACE, e ho'oka'a'ike aku me ka Aetna Privacy Office ma PrivacyAetna@aetna.com.

Ka lā ho'omaka

Ua ho'omaka ka mana ho'olaha o kēia Notice i ka lā 15, 'Apelila 2022.

Ma loko o keia Notice, e wehewehe nō ho'i mākou i nā:

- Ka 'ikepili a mākou e 'ohi'ohi ai e pili ana iā 'oe
- Pehea mākou e ho'ohana ai a e ka'ana ai i ia 'ikepili
- 'O nā manawa e pono ai ke ka'ana 'ia o kou 'ikepili
- I ka wā e ka'ana ai mākou i kou 'ikepili me nā mea e mālama nei iā 'oe
- Ke pono e loa'a kekahi 'āpono maiā 'oe mai no ka ho'ohana 'ana a i 'ole no ke ka'ana 'ana i kou 'ikepili
- Kou mau pono ma lalo o ke kōnāwai
- Ka mālama palekana 'ana i kou 'ikepili
- Ko mākou hahai 'ana aku i nā kōnāwai
- Ka wā e loli ai kēia Notice

Ka 'ikepili a mākou e 'ohi'ohi ai e pili ana iā 'oe

Loa'a mai ho'i iā mākou ka 'ikepili pilikino mai nā kumuwaiwai he nui, a pēia pū nō ho'i ka loa'a maiā 'oe mai kekahi. Ua hiki pū nō na'e iā mākou ke 'ohi mai kou wahi hana mai a i 'ole mai kekahi hui ho'olako pono keu limahana (inā he pili), nā hui ho'olako 'inikua 'ē a'e, mai nā HMO mai a i 'ole kekahi po'o hui kūkol, a me nā hui mālama olakino e like ho'i me ke kauka.

Kapa 'ia ho'i kēia he Protected Health Information (PHI). Helu pū 'ia nō ho'i ka 'ikepili pilikino laha ākea 'ole e hō'ike mai ana nō paha 'o wai 'oe. Loa'a pū ka 'ikepili no kou olakino, kou kūlana ma'i, nā lā'au, a me ka 'ike uku no nā lako mālama olakino a i 'ole no nā hana mālama olakino.

E helu 'ia nō paha nā:

- Ka 'ikepili nohona (elm. kou inoa a i 'ole kou helu wahi)
- Ka 'ikepili olakino (e like me ka mō'aukala olakino)
- Nā hōpena o nā hō'ike i hana 'ia (kekahi hō'ike mai ke ke'ena ho'okolohua ma'i)
- Ka 'ike 'Inikua (e like me kou helu lālā ID)
- ka 'ike 'ē a'e e ho'ohana 'ia no ka hō'oiā 'ana iā 'oe iho a i 'ole i loa'a kekahi pilina i ka mālama 'ia o kou olakino a i 'ole i ka 'inikua mālama olakino

Pehea mākou e ho'ohana a e ka'ana aku ai i i kou 'ikepili me ka loa'a 'ole o kou 'āpono 'ana iho

I ka ho'olako 'ana aku i kou mau pono olakino, e ho'ohana a e ka'ana ana paha mākou i ka PHI ma kekahi mau 'ano. E like ho'i me:

No ka lawelawe mālama olakino: E ho'ohana ana paha mākou i kou PHI no nā hana lawelawe mālama olakino. 'O ia ho'i nā hana e pono ai ka ho'oholomua 'ana aku i ka 'oihana mālama olakino, e like ho'i me:

- ka loiloi 'ana i ka waiwai a e ho'oholo ho'i inā pono e maika'i a'e nā hana e hana aku ai
- No ka laikini 'ana aku
- Nā loiloi 'ia e kekahi hui kū'oko'a
- Nā ana mākaukau a hōpen
- Nā hana ho'olālā a ho'omāhuahua papahana mālama olakino
- Nā hana pale, ke kākō'o a ho'okele ma'i a kanaka, a me ka ho'olālā mālama kanaka

'O kekahi la'ana, e ho'ohana ana paha mākou i kou PHI no ka loa'a 'ana o nā polokalamu no kekahi mau 'ano ma'i, e like me ka ma'i mimikō, ka ma'i hānō (naenae), a i 'ole o ka ma'i pu'uwai. E ho'ohana pū nō ho'i mākou no nā hana 'ē a'e e pono ka ho'ohana 'ia 'ana a me ka ho'olaha 'ia aku, e like me:

- Ka ho'oponopono kūlana 'inikua a me ke kōkua pale i nā lilo nui
- Nā 'āpono hō'a'ano kuleana a me nā kumu kū'ai hō'a'ano
- Nā noi'i maka'ala hana ho'opunipuni
- No ka mālama 'ana i nā polokalamu a me nā waiwai uku a ka hui kāwili lā'au
- No ka ho'one'e 'ana i nā kulekele a i 'ole i nā 'aelike mai kekahi papahana 'inikua a i kekahi papahana 'inikua 'ē a'e
- No ke kū'ai 'ana aku, ka ho'one'e 'ana, a i 'ole ka ho'ohui piha a hapa 'ia nō paha 'o SilverScript me kekahi hui 'ē a'e (pēia pū ka maka'ala pono e pili pū ana)

- No ka lawelawe ‘ana i nā hana ho‘okele ma‘amau (no ka mālama ‘ana i nā ‘ōnaehana ‘ikepili a me ka māhele lawelawe pono kanaka)
- No ka haku ‘ana i ka ‘ikepili e ‘ike ‘ole ‘ia ai ke kanaka (‘o ia ho‘i nā ‘ikepili i ‘ike ‘ole ‘ia ai ‘oe E ho‘ohana a ka‘ana pū nō paha mākou no ke kālailai ‘ia ‘ana, no nā hana ho‘oholo ‘oihana a i ‘ole no nā kumu ‘ē a‘e).

E ho‘ohana a ka‘ana pū no paha mākou i kou ‘ikepili olakino i mea e ka‘ana like aku ai me ‘oe i nā lako pili olakino a me nā pono kōkua mālama olakino. I la‘ana, e ho‘oka‘a‘ike nō paha mākou me ‘oe:

- No ka ho‘omana‘o ‘ana aku iā ‘oe e pono e ho‘opiha hou ‘ia kāu mau kuhikuhi lā‘au a i ‘ole e hahai aku i nā kuhikuhi lapa‘au lā‘au i loa‘a mai iā ‘oe.
- No ka hō‘ike ‘ana aku iā ‘oe e pili ana i nā koho ‘ē a‘e no nā lapa‘au ‘ia ‘ana a i ‘ole no kekahi lā‘au kuhikuhi ‘ē a‘e i kūpono nou.
- No ka hō‘ike ‘ana aku iā ‘oe e pili ana i nā polokalamu me nā pono a me nā kōkua mālama olakino i kūpono a inā makemake paha ‘oe e komo pū aku.

E ho‘oka‘a‘ike ‘ia nō paha ka ‘ike pilina-mālama olakino iā ‘oe ma o nā leka uila i ho‘okapu ‘ia a me/a i ‘ole ma o nā IVR a e ho‘opa‘a ‘ia nō paha ka inoa o ke kauka ho‘opa‘a kuhikuhi lā‘au a me/a i ‘ole nā huapalapala ‘ekolu mua e hō‘ike ana e pili ana i kāu lā‘au kuhikuhi. Inā hō‘ole ‘oe i ka loa‘a ‘ana mai o ia mau ‘ano leka uila a me/a i ‘ole ma o nā IVR i ho‘opā‘ālua ‘ole ‘ia mai iā mākou mai no ke kōkua i ke komo malū ‘ana aku o kekahi ma kāu waihona kapu, ua hiki nō iā ‘oe ke koho e ha‘alele aku ma ke noi ‘ana mai e ho‘oku‘i aku iā ‘oe me kekahi limahana kōkua ma kekahi kāhea kelepona ho‘oponopono IVR a i ‘ole ma ke kāhea ‘ana aku i ke ke‘ena Customer Service ma [1-866-235-5660](tel:1-866-235-5660).

Ka Uku: E ho‘ohana ana paha a i ‘ole e ho‘olaha aku paha mākou i kou PHI no ke kōkua ‘ana aku iā ‘oe ma ka uku aku i kāu mau hana lawelawe pono olakino i ka wā e:

- Hana ai i kekahi ka‘ina hana a me nā nā‘ana lapa‘au e pono ai
- Ho‘onohonoho ‘ia ai ka mālama ‘ia ‘an
- Ho‘oholo ‘ia ai ke kūlana komo
- Ho‘oholo ‘ia ai ke kū i ka papa kuhikuhi lā‘au lapa‘au
- ‘Ohi ‘ia ai ka uku ‘inikua mai iā ‘oe mai
- Hō‘ulu‘ulu‘ia ai ka huina nui o ke kuleana ka‘ana uku
- Pane ‘ia ai nā ho‘ohalahala, nā ho‘opi‘i a me nā noi no nā nā‘ana mai kekahi hui kū ka‘awale mai
- Uku ai mākou i kekahi hale kāwili lā‘au no ka ho‘opiha hou ‘ana aku i kāu lā‘au kuhikuhi

Lawelawe ai mākou i kēia mau hana i mea e hō‘oia ai i ka uku kūpono ‘ia o kou mālama ‘ia.

E ho‘ohana ‘ia paha kou mō‘aukala mālama olakino a me nā PHI ‘ē a‘e no ka ho‘oholo ‘ana aku inā kūpono nō paha kekahi ‘ano lapa‘au ‘ia ‘ana a me ka huina nui o ka uku e uku aku ai. I ka wā o kēia mau hana, e ka‘ana pū ana nō ho‘i mākou i ka ‘ikepili me kāu hui ho‘olako mālama olakino kekahi.

E ho'ouna leka pū aku nō paha mākou i ka palapala Explanation of Benefits a me ka 'ikepili 'ē a'e i ka helu wahi i loa'a ma kō mākou waihona no ka mea mālama 'ia (e like me ka lālā kuamua o ka papahana). Mālama pū nō ho'i mākou i ka 'ikepili no nā noi ho'opi'i ma kō mākou kahua punaeweke palekana no nā lālā a me nā kahua ho'okele noi ho'opi'i kelepona no ka mea mālama 'ia a me nā lālā e pili pū ana. E ho'ohana pū mākou i nā PHI no ka 'ohi 'ana i nā uku 'ai'ē no nā kōkua i loa'a iā 'oe mai ka hale kāwili lā'au 'oka a ho'ouna.

Ka lapa'au 'ana: E ka'ana pū ana mākou i kou PHI me nā hui ho'olako kōkua mālama olakino e mālama mai ana iā 'oe e like me nā kauka, nā kauka niho, nā hale kū'ai lā'au a me nā haukapila. I kekahi manawa, e noi mai ana paha nā kauka e ka'ana aku ai mākou i kou mau 'ikepili mālama olakino i mea e ho'okomo ai i kā lākou waihona a i mea paha e ho'olālā 'ia ai ka mālama 'ia.

E ho'olako pū nō ho'i mākou i nā hō'ike e pili ana iā 'oe a me nā lā'au 'ē a'e āu e inu nei i nā limahana hale kāwili lā'au e ho'opiha nei i kāu mau lā'au kuhikuhi i mea ho'i e pilikia 'ole ai i ka ho'ohuihui 'ia o nā lā'au.

E ho'ohana pū ana nō ho'i mākou i kou 'ikepili no ka hō'ike iā 'oe i ka hiki ke 'oka a ho'ouna ho'i i ka lā'au. E ka'ana pū ana nō ho'i paha mākou i kekahi o kou mau 'ikepili i mea e palekana ai a i 'ole no nā hana 'ē a'e i pili me kou lapa'au 'ia 'ana mai.

Ka ho'olaha 'ana i nā hui kuleana hou aku: E ka'ana pū ana nō ho'i mākou i kou PHI me nā hui kuleana hou aku a me kō lākou hui pilina 'oihana. Pili nō ho'i paha ia i ka lapa'au 'ana, i ka uku, a i 'ole i kekahi mau hana 'ē a'e o ka mālama olakino.

'O kekahi la'ana ho'i, 'o ia nō ka loa'a 'ana mai o nā kōkua pono keu mālama olakino mai kekahi 'oihana mai. Inā pēlā, e ka'ana pū ana nō paha mākou i kou PHI me nā hui ho'olako papahana mālama olakino a kāu 'oihana. E hana 'ia nō ho'i kēia e mākou i mea e hō'oiaku ai i ka uku kūpono 'ia 'ana aku o nā kāki e mākou.

Nā kumu 'ē a'e no ka ho'ohana a me ke ka'ana me ka loa'a 'ole 'ana o kekahi 'āpono maiā 'oe mai

E ho'ohana a i 'ole e ka'ana 'ia aku paha kou PHI no ka ho'olako 'ana mai iā 'oe i nā koho lapa'au 'ē a'e, nā ho'omana'o lapa'au, a i 'ole nā pono lako a me nā pono kōkua i pili i ia mau hana. E ho'ohana a i 'ole e ka'ana pū ana nō ho'i mākou i kou PHI me ka loa'a 'ole 'ana o kāu 'āpono me ke kāko'o o:

- **Nā alaka'i papahana mālama olakino** (papahana no nā pū'ulu) – i kāu 'oihana, inā pili a 'ae 'ia, inā mākou e ho'omaopopo 'ia mai ua ho'okomo 'ia nā 'ōlelo kūpono ma kāu mau palapala a ka papahana, a i 'ole inā e ho'olaha 'ia nā 'ikepili o nā mo'olelo pōkole no ke kōkua 'ana me nā koho hō'ulu'ulu a i 'ole no nā ho'ololi i ka papahana 'inikua no kekahi pū'ulu.
- **Noi'i** — i nā limahana noi'i, me ka mana'o ho'i e hana pono 'ia a e mālama 'ia ho'i ke kapu o ia mau 'ike.
- **Nā hui pilina 'oihana** — i nā kānaka e ho'olako mai i nā pono kōkua iā mākou a e hō'oiaku ho'i mai i kō lākou mālama 'ana aku i nā kapu 'o ia mau hō'ike lā.
- **Ka maka'ala 'ana i ka mālama olakino** — i nā hui maka'ala kū ka'awale (e.l.m., nā hui e maka'ala ho'i i ka hono pono 'ia 'ana o nā kauoha me ka hō'alo 'ia o nā ka'ina hana a ka 'ōnaehana mālama olakino a me nā polokalamu me nā pono kōkua a ke aupuni) no ka pono o nā maka'ala 'alo 'ana o nā hana i noi 'ia ma lalo o ke kānāwai. (e.l.m., nā noi'i, nā hō'oiaku lilo / loa'a, a me nā hana e pili ana i ke a'o 'o'ole'a).

- **Uku pānaʻi limahana** — e hahai i nā kānāwai uku pānaʻi limahana
- **Hui hoʻokō kānāwai** — i nā limahana a nā hui hoʻokō kānāwai a ke aupuni i ʻaeʻia a i ʻole i pono e hana ʻia ma muli o ke kānāwai.
- **Nā holomua kū kānāwai** — i nā koi a kekahi hale hoʻokolokolo a i ʻole kekahi kumuhana kū i ke kānāwai.
- **Pono no ka lehulehu** no ka hoʻolaha ʻana i nā kānālua a ka lehulehu i pono e hana ʻia a i ʻole ʻāpono ʻia e ke kānāwai (e.l.m., hanaʻino kamaliʻi a me ka mālama ʻole ʻia mai, kekahi makaʻu paha e pilikia a me ka palekana o ka nui lehulehu, nā makaʻala olapono o ka lehulehu a me nā noiʻi, ka hoʻomalua ʻana i nā maʻi laha, nā pono lako i koi ʻia e hoʻihoʻi hou ʻia).
- **E pono ai ma muli o ke kānāwai** — no ka hahai ʻana i nā kānāwai me nā makemake a me nā pono i koi ʻia mai i ku i ke kānāwai.
- **Nā hoʻoilina** — no nā poʻe hale mālama kino a i ʻole na ka limahana loilo kino make no ka hōʻoia ʻana i ke mea make, no ka ʻimi ʻana aku i ke kumu o ka make ʻana, a i ʻole ma muli o ke kānāwai; a me nā luna hoʻoponopono hoʻolewa i mea hoʻi e hoʻokō aku ai i ko lākou mau kuleana.
- **Lawelawe loko kino** — no nā hui i koho ʻia no ka hoʻoili ʻana i nā loko kino a ka mea make no ka makana a i ʻole no ka hoʻoili ʻana aku no nā poʻe i pono ai e loaʻa no kō lākou ola ʻana.
- **No ka hanaʻino ʻia, mālama ʻole ʻia, a i ʻole kekahi hihia hanaʻino hoanoho** — i nā hui mālama kānāwai aupuni, i ka hui kōkua nohona kanaka a i ʻole nā hui kōkua palekana, nā hui i ʻae ʻia ka loaʻa ʻana o ia mau hōʻike lā, a inā manaʻo paha mākou ke hanaʻino, mālama ʻole, a i ʻole he hihia hanaʻino ʻia paha e ka hoa noho. E hoʻomaopopo mua aku no mākou iā ʻoe ina loaʻa ia mau ʻano hoʻolaha ʻana a mākou, koe naʻe inā paha e pilikia no paha ʻoe ma ia mau hana ʻana pēlā a i ʻole i makemake ʻole paha ʻoe.
- **Nā hana kūikawā i pili i ke aupuni, pūʻalikoā, a me ka hale paʻahao** – i nā limahana a ke aupuni i ʻāpono ʻia no nā pono o ke aupuni a me nā hui makaʻala aupuni, nā hui kiaʻi o ka pelekikena, a me nā hoʻoholo kūpono no nā pono mālama olakino. Inā paha he lālā ʻoe no kekahi māhele o ka pūʻali koa o ka puʻali koa o ʻAmelika Hui Pū ʻIa a i ʻole ka pūʻali koa mai kekahi ʻāina ʻē mai, e hoʻolaha no paha mākou PHI no nā hana i ʻike ʻia e pono e kaʻana ʻia me nā hui i loaʻa ka mana kauoha a i ʻole ma lalo o ke kānāwai paha. inā paha aia ʻoe ma lalo o ka malu o kekahi hui paʻahao a i ʻole kekahi mākaʻi paha, e kaʻana no paha mākou i kāu PHI me ia mau ʻano hui inā e hōʻoia ʻia mai nā waiwai o ia mau kuleana lā (e.l.m., pono e loaʻa ia mau hōʻike no kou pono mālama olakino a i ʻole no ka pono a me ka palekana o nā kānaka ʻē aʻe).

Nā wā e pono ai mākou e kaʻana aku ai i kou ʻike

Loaʻa nō hoʻi kekahi wā e pono ai mākou e kaʻana aku i kāu PHI. Inā e koi ʻia a pono hoʻi, e hoʻokuʻu aku nō hoʻi mākou i:

- Iā ʻoe, kekahi poʻe i loaʻa ka ʻāpono i hiki ke hōʻike ʻia ma kou pono iho nō. Inā kēia ke kanaka au i koho ai i ʻelele nou. Hana hoʻi mākou penei i mea e hoʻopono ai i kou pono kuleana, e pela pono ʻia hoʻi ma kēia palapala hoʻolaha nei.
- Ke keʻena Department of Health and Human Services. E hana nō hoʻi mākou i kēia i mea e hahai aku ai i ke kānāwai (HIPAA) ʻo ia hoʻi ka Health Insurance Portability and Accountability Act. E ʻohiʻohi ʻia nō hoʻi paha nā hōʻike no ke kuleana kauoha a ke kānāwai HIPAA.
- Nā hui ʻē aʻe i pili i ke aupuni i ʻāpono ʻia ma lalo o kekahi kānāwai i ʻike ʻia he pono.

E ka'ana nō ho'i paha mākou i kou 'ikepili me nā hui i komo pū ma kou mālama 'ia 'ana

E ka'ana nō ho'i paha mākou i kou PHI me nā kānaka i loa'a ma kou mālama 'ia 'ana nai. E ka'ana pū nō ho'i paha mākou me nā kānaka i komo pū nō ho'i ma ka uku 'ana aku paha no kou mālama 'ia 'ana. 'O kekahi la'ana ho'i o kēia, inā paha kekahi 'ohana a i 'ole kekahi mea mālama e kelepona mai iā mākou me ke noi e hō'ike nō paha mākou i ka pae hea lā i ia manawa. He kuleana nō ho'i kou no ka ho'opau 'ana a i 'ole no ke kau palena 'ana i kēia 'ano ka'ana 'ana (hō'ike aku). No ka hana 'ana i kēia mau mea, e kelepona wale mai i ke helu kelepona kāhea-manuahi ma luna o kāu kāleka ID lālā.

Inā he keiki 'o'o 'ole 'oe, ua loa'a nō paha iā 'oe ke kuleana no ka ālai 'ana i nā 'ikena makua no kou 'ike mālama olakino i kekahi manawa. Akā na'e, hiki wale nō ke hana 'ia inā 'ae 'ia e ka moku'āina. Ua hiki pū iā 'oe ke kāhea kelepona mai me ka helu kelepona kāhea-manuahi ma luna o kāu kāleka ID lālā. A i 'ole e ha'i aku i kāu hui ho'olako 'inikua e hui wala'au mai me mākou.

E ho'ohana ana paha mākou a e ka'ana pū ho'i i kou PHI no ka ho'omaopopo 'ana aku i kekahi o nā 'ohana a i 'ole i nā po'e 'ē a'e i loa'a ke kuleana no ka mālama 'ana iā 'oe, e pili ana i kou wahi, kou pono olakino a i 'ole no ka hala 'ana nō paha. E ho'olaha pū ana nō paha mākou i kou PHI i nā hui ho'omalua pōpilikia i mea ho'i e hiki ai i kou mau 'ohana a i 'ole nā po'e kuleana mālama ke maopopo ma hea e loa'a ai 'oe iā lākou, kou pono olakino, a i 'ole no kou hala 'ana paha.

Ka manawa e pono ai e loa'a iā mākou ka 'āpono mai iā 'oe mai no ka ho'ohana 'ana a i 'ole no ke ka'ana 'ana i kou 'ikepili

Inā i wehewehe 'ole aku mākou i kekahi 'ano hō'ike 'ikepili 'ana ma luna, e pono nō ho'i ka loa'a 'ana o kekahi 'āpono mai iā 'oe mai ma ke kākau 'ia 'ana e hiki ai ke ho'ohana a i 'ole e ho'olaha 'ia aku kou PHI. 'O kekahi la'ana ho'i o kēia, e pono ana e loa'a kou 'āpono:

- No nā kumu ho'olaha makeke i pili 'ole i kāu mau pono kōkua a kāu mau papahana 'inikua
- Ma mua o kō mākou ka'ana 'ana aku i nā mana'o i ho'opa'a 'ia e pili ana i ka lapa'au pilikia no'ono'o
- Inā ua pāku'i 'ia kou PHI me ke kū'ai lilo 'ana
- No nā 'ano kumu 'ē a'e i waiho 'ia ma lalo o kekahi kānāwai

Inā ua 'āpono mua mai 'oe, ua hiki nō iā 'oe ke hō'ole mai i nā manawa like 'ole āu e makemake ai. 'O kāu wale nō, e ho'omaopopo mai ma ke kākau 'ana mai. Inā paha i ho'okō 'ole aku mākou i ko mākou kuleana, e ho'opau koke ana ho'i mākou i ka ho'ohana 'ana a i 'ole i ke ka'ana 'ana i kou 'ikepili no ia kumu wale nō. Inā he mau nīnau kāu, e kāhea mai i ka helu kelepona kāhea-manuahi ma luna o kāu kāleka ID lālā.

E pono pū nō ho'i mākou e hahai pū i nā kānāwai mālama kapu a ka moku'āina, a ua 'oi aku ka 'o'ole'a o ko lākou mau kānāwai ('oi aku ka 'o'ole'a o ka mālama kapu 'ana) ma mua o nā kānāwai pekelala.

Kou pono kuleana ma lalo o ke kānāwai

Ma lalo o nā kānāwai mālama kapu a ka pekelala, he kuleana kou inā e pili ho’i i kou PHI.

He kuleana kou e:

- Noi mai iā mākou e ho’oka’a’ike aku me ’oe pehea a ma hea e koho aku ai ’oe. ’O kekahi la’ana ho’i, inā ’ike ’ia he makua o’o ’ole ’oe, e pono ana ’oe e ho’oku’u iā mākou e ho’ouna aku i nā hō’ike mālama olakino, e like me ka mea i ho’opa’a ’ia ma kāu palapala ka wehewehe ’ana o nā pono kōkua, i kekahi helu wahi ’ē a’e ma waho a’e o kāu mea kauoha. Inā paha he noi kūpono, e hō’oia nō ho’i mākou i ka hana ’ana aku.
- Noi mai iā mākou e kaupalena i kō mākou ho’ohana ’ana a i ’ole i ke ka’ana ’ana i kou ’ikepili inā e pili i nā ’oihana mālama olakino, nā māhele uku a me ka lapa’au ’ana. E no’ono’o mua ana paha mākou e ’ae aku, akā e ’ae ’ole aku paha i ia noi ’ana mai. He kuleana kou i ke noi ’ana mai e kaupalena i ke ka’ana ’ana aku me nā po’e i komo pū me kou mālama olakino ’ana.
- ’O ke noi mai i kekahi kope o kou PHI, ’o ia nō kekahi māhele o ka "nā pa’a palapala i koho ’ia". ’O nā palapala mālama olakino kekahi o nā palapala. Loa’a pū nō paha kekahi mau palapala ’ē a’e a mākou e mālama nei a e ho’ohana aku ai no:
 - Ke kāinoa komo ’ana
 - Ka māhele uku
 - Nā ho’oponopono papahana ho’opi’i
 - Nā ho’oponopono mālama olakino ’ana
 - Nā koho ’ē a’e a mākou e hana ai

E noi ana nō paha mākou iā ’oe no ke noi ’ana mai ma o ke kākau leka ’ana mai.

A e kāki nō paha mākou i kekahi uku kāki kūpono no ka hana kope ’ana aku a no ka ho’ouna ’ana aku i nā kope o ia mau palapala. I kekahi manawa, e hō’ole ’ia paha nō ho’i nā noi.

- E noi mai iā mākou e ho’oponopono hou i kou PHI. Pono ho’i e noi mai i kēia ma ke kākau ’ana mai. A e pono nō ho’i ’oe e ho’okomo aku i ke kumu o ia noi ’ana mai. Inā hō’ole mākou i kāu noi, ua hiki nō iā ’oe ke kākau mai iā mākou, no ka ho’omaopopo ’ana iā mākou ’a’ole ’oe e ’āpono i kā mākou i koho ai.
- Noi mai iā mākou e hā’awi aku iā ’oe i kekahi papa inoa i nā mana’o e ho’olaha ’ia nei e pili ana iā ’oe, e like me kou PHI a mākou i ka’ana aku ai me nā hui i pili i ke aupuni no ka ho’olaikini ’ia. (Kapa ’ia kēia he "pu’ukū.") Pono ’oe e noi mai ma o ke kākau ’ana mai. Inā paha e noi mai ’oe no kēia mau papa inoa he mau manawa i loko o nā māhina he 12, e kāki pū ana paha mākou i kekahi kāki kūpono.
- E ho’omaopopo aku iā ’oe inā ua paumā’ele ke kapu a kou PHI.
- E maopopo i nā kumu no ka hō’ole ’ia ’ana o kekahi ’inikua mālama olakino a i ’ole i nā koho kūpono ’ole i a nā noi ho’a’ano ’ana. Inā paha ua hō’ole mua ’ia ka loa’a ’ana aku o kekahi ’inikua mālama olakino, ’a’ole hiki iā mākou i ke ho’ohana aku i ia mau ’ikepili no ka ho’opau ’ana aku i kā mākou koho. Pono mākou e nānā hou aku i ka ’ike no mākou iho. Eia hou, ’a’ole hiki iā mākou ke ho’ohana aku i kou ’ikepili pilina ōewe no ka ho’oholo ’ana aku inā kūpono paha ka loa’a ’ana iā ’oe nā ’inikua a i ’ole no nā kumu hō’a’ano ’ē a’e paha
- ’Āpono ’ole ’ia nō ho’i ke komo pū ’ana aku o nā hui ho’olako ’inikua mālama olakino ma ia ’ano ho’oholo koho hō’alo’alo ’ana, koe na’e inā he mau kū’ē lula, e like ho’i me ka wā e hihia ai i ka hana kolohe ’ia o ka ’ikepili a i ’ole paha he mau hana kalaima e ’ike ’ia nei. ’A’ole nō ho’i mākou e komo pū ma ia ’ano hana.

Ua hiki nō iā 'oe ke hana i nā noi a pau i ho'opa'a 'ia ma luna a'e nei (inā pili ka mana'o), e noi mai i kope o kēia Notice, a i 'ole e nīnau mai e pili ana i kēia Notice nei. Ua hiki nō iā 'oe ke hana i kēia ma ke kāhea 'ana i ka helu kelepona kāhea-manuahi ma luna o kāu kāleka ID lālā.

He kuleana ho'i kou no ka waiho 'ana i kekahi ho'opi'i inā mana'o paha 'oe ua kū'ē 'ia mai kou pono mālama kapu e kekahi. No ka hana 'ana aku i kēia, e ho'ouna wale mai i kekahi leka iā:

SSIC
Attn: Privacy Office
One CVS Drive
Woonsocket, RI 02895

Ke ke'ena o Aetna Privacy PrivacyAetna@aetna.com

Ua hiki nō iā 'oe ke hō'oki aku i ka ho'ouna 'ia 'ana aku 'o kāu EOB a me nā hō'ike ho'opi'i 'ē a'e ma ke kipa 'ana aku iā caremark.com. Koho iā "**Log In/Register. ('E'e / Ho'okāinoa)**" E hahai aku i nā ka'ina hana e loa'a mai ana iā 'oe no ka ho'opa'a 'ana aku i ke kāinoa 'ana. A laila, hiki iā 'oe ke 'e'e wale aku i nā manawa like 'ole no ka nānā 'ana aku i nā EOB.

Ua hiki pū iā 'oe ke kākau leka aku i ka Secretary of the U.S. Department of Health and Human Services. 'A'ohe ho'opa'i no ka waiho 'ana aku i kekahi ho'opi'i.

Pehea mākou e ho'opalekana ai i kou 'ikepili

Ho'ohana mākou i nā lako mālama kapu mai nā alaka'i, ma o nā pono lako loea a me nā lako pilikino no ka mālama 'ana i kāu mau hō'ike mai ke 'ike malū 'ia 'ana o kekahi, a me nā 'ano mea ho'omaka'u a i 'ole nā pilikia o ia kia'i 'ia 'ana a me ka ho'okamani 'ole 'ia mai. E hahai nō ho'i mākou i nā kōnāwai moku'āina a me nā kōnāwai pekelala a pau i pili i ka mālama 'ia 'ana o ke kapu o kou PHI.

E ho'opau 'ole 'ia nō ho'i e mākou kou PHI, a e nānā 'ole 'ia nō ho'i inā paha he ha'alele iā mākou a i 'ole ua pau ka pono kōkua a mākou. E pono ana paha mākou e ho'ohana a e ka'ana pū nō ho'i me ka nānā 'ole 'ia nō ho'i inā ua pau ka pono kōkua a mākou. (Wehewehe nō ho'i mākou i nā kumu e ho'ohana ai a e ka'ana ai mākou i kēia Notice). E ho'omau nō ho'i mākou i ka mālama kapu 'ana aku i kou 'ikepili mai ka ho'ohana hewa 'ia 'ana mai a i 'ole mai ka ho'olaha 'ia 'ana i ka lehulehu.

Pehea mākou e hahai ai i nā kōnāwai

E koi 'ia nō ho'i mākou e nā kōnāwai mālama kapu a ka pekelala i ka mālama 'ana i nā kapu o kou 'ike PHI. A pono nō ho'i mākou e ka'ana pū aku me 'oe e pili ana i ko mākou kuleana kū kōnāwai a me nā kuleana no ka mālama 'ana i nā kapu. E pono nō ho'i mākou e hahai aku i nā mea 'aelike 'ia i loko o kēia Notice.

I ka wā hea e ho'ololi 'ia ai kēia Notice

E ho'ololi 'ia nō ho'i nā mea 'aelike o kēia Notice a me kā mākou kulekele mālama kapu i nā 'ano manawa like 'ole. Inā koho mākou e ho'ololi aku, E loa'a kekahi mea 'aelike a me nā kulekele hou e ho'okomo hou 'ia ana no ka 'ikepili a pau i loa'a iā mākou e pili ana iā 'oe. A e ho'opili 'ia nō ho'i kēia mau loli i ka 'ikepili a pau i loa'a iā mākou a i 'ole i ka 'ikepili a pau e loa'a mai ana mai kēia mua aku.

Inā paha haku mākou i kekahi palapala hou a i 'ole i kekahi kulekele ko'iko'i ma kō mākou kulekele mālama kapu, e ho'āno hou ana nō ho'i mākou i kā mākou Notice.

E ho'olaha nō ho'i mākou i nā palapala ho'olaha hou ma ko mākou kahua pūnaeweale, a inā ua komo 'oe ma kekahi o nā papahana 'inikua ma lalo o SilverScript i ia manawa nō nā mākou nō e ho'ouna aku iā 'oe i kekahi palapala ho'olaha hou, e pono e hana 'ia.

Hiki iā 'oe ke noi aku no kekahi kope o ka palapala ho'olaha i ho'āno hou 'ia, e noi wale aku i ka Privacy Office ma o ka 'ike ho'oka'a'ikema luna a'e nei.