Authorization for Access of Health Information

PURPOSE: This authorization is at my request to permit Avera Health Plans to allow the person(s) identified in Step 3, to have access to my health information with Avera Health Plans.

Which communication tool you are authorizing? Check all that apply.
☐ Over-the-phone inquiries ☐ Written requests ☐ View claims online*

* NOTE: For online access, all members listed on this form must register online, including the member authorizing the release of information, before this transaction will process.

STEP 1 — MEMBER RELEASING INFORMATION: The information listed in this section is to identify the member whose protected health information is to be released. Note: This information can be found on the member ID card.

Name: ____ Group Number: __________________________

Member ID Number: _____________________________ Date of Birth: ____________________________

STEP 2 — AUTHORIZATION: As a member of Avera Health Plans, I hereby release the following information and authorize the person(s) named below to access my health information in writing, over-the-phone or online:

- Identifying information (example: your name, address, age, gender),
- Health care coverage information,
- Medical records on file with Avera Health Plans and
- Past, present and future claims information.

STEP 3 — MEMBER RELEASE: The following person(s) are allowed access to my health information (please print).

Name: ____ Relationship to Member: ☐ Parent/Guardian or ☐ Other, specify:__________________________

Name: ____ Relationship to Member: ☐ Parent/Guardian or ☐ Other, specify:__________________________

STEP 4 — AUTHORIZATION EXPIRATION: Authorization may be revoked at any time upon written notification. This authorization will expire upon (check one):
☐ When my health coverage ends or
☐ Date, specify: ________________________
☐ Notification in writing

REDISCLOSURE: The information used and disclosed pursuant to this authorization may be subject to redisclosure because the information may no longer be protected by federal privacy regulations. Where information has been disclosed from records protected by federal law pertaining to alcohol/drug abuse records or by applicable state law, federal requirements (42 C.F.R. Part 2) and state requirements prohibit further disclosure without the specific written consent of the person to whom the information pertains, or as otherwise permitted by such law and/or regulation. A general authorization for release of medical or other information is NOT sufficient for these purposes. Unauthorized disclosure of alcohol/drug abuse information and mental health information is unlawful and civil and/or criminal penalties may apply. Federal regulations restrict any use of alcohol/drug abuse information to criminally investigate or prosecute any alcohol or drug abuse patient.

STEP 5 — AUTHORIZATION APPROVAL: My signature below authorizes the release of all such health information as specified above. I hereby acknowledge I have received a copy of this document.

____ ____________________
Member's Signature Date Signed

*If a legal representative signs the authorization form below on behalf of the member, please complete the following information and provide written documentation to support your status.

____ ____________________ ____________________
Legal Representative's Name* (Please Print) Date Signed Relationship to Member

STEP 6 — SUBMIT TO AVERA HEALTH PLANS: **Send completed and signed form to:**

Retain a copy for your records.

Avera Health Plans, Enrollment
3816 S Elmwood Ave., Suite 100
Sioux Falls, SD 57105-6538
Or fax: **(605) 322-4689**

Discrimination is Against the Law

Avera Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Avera Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Avera Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact the Avera Health Plans Service Center at 1-888-322-2115, (TTY 711), 8 a.m. to 5 p.m. CST, Monday through Friday.

If you believe that Avera Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Complaint and Appeals Coordinator
Avera Health Plans
3816 S. Elmwood, Suite 100,
Sioux Falls, SD 57105-6538

Fax 1-800-269-8561
Email ComplaintAppeals@AveraHealthPlans.com

You can file a grievance in person or by mail, fax, or email. You may also contact the Complaint and Appeals Coordinator if you need assistance with filing a complaint.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or call 1-800-368-1019 or 1-800-537-7697 (TDD). Or mail:

US Department of Health and Human Services,
200 Independence Avenue SW Room 509F, HHH Building,
Washington, D.C. 20201

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Getting Help in other Languages

Language assistance services are available free of charge. Our Service Center is available 8 a.m. to 5 p.m. CST, Monday – Friday, toll-free at 1-888-322-2115 (TTY: 1-800-877-1113).

- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-322-2115 (TTY: 1-800-877-1113).
- US CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-322-2115 (TTY: 1-800-877-1113).
- CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-322-2115 (TTY: 1-800-877-1113).
- XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-322-2115 (TTY: 1-800-877-1113).
- 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-322-2115 (TTY: 1-800-877-1113).
- ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-322-2115 (TTY: 1-800-877-1113).
- ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-322-2115 (телетайп: (TTY: 1-800-877-1113).
- ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-322-2115 (رقم هاتف الصم والبكم: 1-800-877-1113).
- ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-888-322-2115 (TTY: 1-800-877-1113).
- ဟ်သူၣ်ဟ်သး– နမ့ၢ်ကတိၤ ကညီ ကျိာ်အယိ, နမၤန့ၢ် ကျိာ်အတၢ်မၤစၢၤလၢ တလၢာ်ဘူၣ်လၢာ်စ့ၤ နီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး1-888-322-2115 (TTY: 1-800-877-1113).
- ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-322-2115 (TTY: 1-800-877-1113).
- 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-322-2115 (TTY: 1-800-877-1113) 번으로 전화해 주십시오.
- ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-322-2115 (መስማት ለተሳናቸው: 1-800-877-1113)
- OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-322-2115 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-877-1113)
- ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-322-2115 (TTY: 1-800-877-1113)។