



Effective Date: January 1, 2023

Action Behavior Centers, LLC Notice of Privacy Practices

Action Behavior Centers, LLC (“ABC”) is committed to ensuring that our patients’ information is private and secure. This notice describes how that information may be used and disclosed by ABC, the rights you have by law related to such information, and ABC’s responsibility to protect its patients’ privacy.

Please review this notice carefully. If you have any questions or concerns with any of the information in this notice, please contact ABC’s Privacy Office at: privacy@actionbehavior.com.

Among the most important principles within this notice is that ABC is required by law to maintain the privacy and security of the protected health information we collect. We will promptly notify you if a breach occurs and your protected health information may have been compromised. However, we will never use or share your information other than as described in this notice unless you tell us we can in writing. If you tell us we can, and you change your mind at any time, let us know in writing and we’ll ensure we adhere to your instruction.

When it comes to protected health information of your children or dependents, you have certain rights and ABC has certain responsibilities.

Get an electronic or paper copy of your dependent’s clinical record

You can ask to see or get an electronic or paper copy of your dependent’s clinical record and other health information we have. Contact us if you’d like to do this and 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 dependent’s clinical record

You can ask us to correct health information you think is incorrect or incomplete. We may say “no” to your request, but if we do, we’ll tell you why in writing within 60 days and we can discuss the issues.

Request confidential communications

You can ask us to contact you in a specific way (for example, only at your office) or to send mail to a different address. We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment (therapies we provide your dependent for example), payment (when we seek reimbursement from an insurer for example), or our operations (how we run our day-to-day business). We are not required to agree to your request, and we may say “no” if it would affect your dependent's 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 (under HIPAA, it's called an “accounting”) of the times we've shared your dependents health information for six years prior to the date you ask, who we shared it with, and why we shared it. 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 may 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. All our centers have access to this notice, and we'll be happy to provide you with a copy.

Choose someone to act for you

If you have given someone medical power of attorney or if someone is your dependent's legal guardian, that person can exercise your rights and make choices about your dependent's 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

- If you ever feel like ABC has violated your rights, please contact us so that we can address the issue. We go to great lengths to educate our workforce on privacy, and we want to know if this happens.
- If you would like to report a complaint to ABC's Privacy Officer, please contact your center's Operations Manager or ABC's Privacy Office and request a complaint form.
- You can also 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/
- ABC will not retaliate against you or your dependents for filing a complaint.



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 dependents information in certain situations (a shared or primary custody scenario for example), please let us know and we will follow your instructions.

In these cases, you have both the right and choice to tell us to share certain information with family, close friends, or others involved in your dependents care.

In some other instances, we will never share your information unless you give us written permission (marketing, fundraising, or the sale of PHI, for example)

How do we typically use or share your dependent’s health information?

We typically use or share your health information for one of three primary purposes:

- **Treatment:** We can use your dependents health information and share it with other professionals who are treating your dependent. For example, ABC provides your dependent’s health information to their pediatrician, pediatric neurologists, or other healthcare providers.
- **Payment:** We can use and share your dependents health information to bill and get payment from health plans (i.e.: insurers) or other entities.
- **Operations:** We can use and share your dependents health information to help us run our own day to day business processes, improve how we approach your dependents care, and contact you if, and when, necessary.

Although less common, we are also allowed, and sometimes required, to share your information in other ways – usually in ways that contribute to the public good, such as public health, research, or in response to lawsuits or other legal actions. In these instances, there are many legal conditions that must be satisfied before we can share your information for these purposes, and we can let you know when these situations occur. For more information about these scenarios, you can visit:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Regarding research specifically, ABC may engage in research from time to time. Researchers often need to use clinical information to do their work. Many research studies where your dependent’s clinical information will be used and shared can only be done with your written permission. Sometimes, researchers can use and share your clinical information without your written permission. This may include the following:

- A researcher may review your clinical information to decide if a research project can be done;



- A researcher may review your dependent’s clinical information to determine if you might be eligible for a particular research study and to contact you to see if you might be interested in participating in that study; and
- A researcher may use your clinical information to perform a research project if the information does not include your name or other information that directly identifies you; and the researcher agrees to protect your information.

A researcher may also use your clinical information to do a research study without asking your permission if an institutional review board reviews and grants the request. The institutional review board works with the researcher to protect your privacy.

To better protect your privacy, we've changed the way we collect data on our website. Together with our vendors, we use cookies and similar technologies. These cookies are useful for improving your experience on our site, measuring performance of our marketing efforts and statistical audience data. They help us keep in touch with you and provide you with relevant content. Of course, all of this we do with your consent.

As a user of Action Behavior Center, you have the right to know how we protect your privacy and confidentiality, what you should expect from us, and what responsibilities we expect from you. This Digital Privacy Policy (“Policy”) applies to the Digital Tools provided by or on behalf of Action Behavior Center (collectively, “ABC,” “we,” “us,” “our”) especially on our website domains (“digital tools”). This Policy describes how ABC collects and uses the personal information you provide and other information that we collect when you visit our websites, utilize our online services or mobile applications or participate in our email or text communications (collectively, the “Digital Tools”). Your role, responsibilities and risks

- Read this Digital Privacy Policy in full so you know how our Digital Tools work and how you will interact with them.
- Pay special attention to your choices as a user.
- Understand how we collect personal information and how it is used.
- Exercise your choices for managing how your personal information is collected and used.
- Always consult with a professional for diagnosis and treatment for specific health problems. Be aware that use of these Digital Tools cannot replace nor are they intended to serve as a healthcare provider-patient relationship.

What you should expect

- We will strive to maintain your privacy, confidentiality, and security at all times.
- We provide you with details about how we collect and use your information.
- When required, we get your permission for collection and use of your information.
- We have policies and practices to protect your information from loss, misuse, or alteration by third parties. However, there is always risk involved in transmitting information electronically.

Cookies, texting, and similar technologies

Our Digital Tools use cookies, texting and similar technologies for record-keeping or appointment reminder purposes. When you revisit our site or book an upcoming appointment, these technologies allow us to recognize you, your interests, and your preferences. These technologies also assist us in measuring performance of our marketing efforts, assessing the channels that were most helpful in assisting you on your journey to better health. We will not attempt to identify you through this measuring process.

Your browser software can be set to reject these technologies. Most browsers offer instructions on how to do so. These instructions can usually be found in the Help section of the toolbar. If you reject these technologies, certain functions and conveniences of our Digital Tools may not work properly. You do not have to accept these technologies in order to use our Digital Tools.

How you can manage our collection and use of your information

You have choices about how we collect and use your personal information.

Your communication preferences

When you register on our website, you may be presented with options for indicating your communication preferences, such as for email, texts, promotions, reminders or announcements of new services and products. Choose your preferences knowing that you can always opt out as pursuant with local and federal anti-spam laws.

We may update this Policy from time to time. We encourage you to regularly review this Policy. Your use of our ABC website constitutes acceptance of this Policy, including any changes.



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 your dependent. In the event of changes to this notice, we will provide notice to you when any changes take effect. The new notice will always be available upon request, in our centers, and on our website.

Privacy Officer Contact Information

Brian J. Burns
ATTN: Compliance Department
Action Behavior Centers, LLC
Two Barton Skyway
1601 South MoPac Expressway
Austin, Texas 78746
Email: brian.burns@actionbehavior.com

Privacy Office Contact Information

privacy@actionbehavior.com

Anonymous Compliance Hotline

Teammates and families may also contact the anonymous Compliance Hotline at: 844-532-1041; or actionbehavior.ethicspoint.com