

LANCASTER GENERAL HEALTH GROUP HEALTH PLAN Privacy Complaint Form

Lancaster General Health (LG Health), on behalf of the Group Health Plan, maintains a Privacy Policy in accordance with federal privacy rules. That Policy addresses how your Protected Health Information (PHI) is used or disclosed by the health plans. Also, your rights regarding complaints, accounting, access, amending, and restricting use of Protected Health Information are shown in that Policy and are described in the Privacy Notice maintained by LG Health on behalf of the Group Health Plan. An electronic copy of the Notice is available to you online on the Employee Benefit Website, www.LGHealthBenefits.com. You have a right to a printed copy of this Notice upon request.

If you believe your privacy rights have been violated, or LG Health has not followed the steps and procedures shown in the Privacy Notice, you may use this form to register your complaint with the Plan. This complaint form and process are an important part of your protected rights, and provides LG Health with a means to uncover any violations and/or problems with the application of our policies. You may also file a complaint with the Secretary of the Department of Health and Human Services.

The Group Health Plans sponsored by LG Health include: LG Consumer, LG Select, LG Dental and LG Dental Plus.

Complaint Section
Please describe your complaint below or attach a separate document.
<u>Participant/Employee Name:</u> _____ <u>Employee #:</u> _____
<u>Complaint:</u> _____ _____ _____ _____ _____ _____ _____ _____
Participant/Employee Signature _____
Date _____

After completing this form, please submit your complaint to the HIPAA Privacy Official:

Lancaster General Health
Human Resources
555 North Duke Street
P.O. Box 3555
Lancaster, PA 17604-3555