

## ThriveWell Recovery Centers Privacy Policy

At ThriveWell Recovery Centers, we are committed to protecting your privacy and safeguarding the confidentiality of your Protected Health Information (PHI). This Privacy Policy outlines how we collect, use, disclose, and protect your information in accordance with all applicable federal, state, and local laws, including the Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2.

This policy applies to all employees, contractors, and business partners of ThriveWell who may access patient information, including information maintained through electronic health records (EHR) and digital platforms.

### Information We Collect

We collect personal and health-related information necessary to provide high-quality behavioral health and substance use treatment services, including:

Personal identifying information (name, address, contact details)

Medical and behavioral health history

Treatment plans, clinical notes, and progress documentation

Insurance, billing, and payment information

We may also collect administrative information (such as employee, vendor, or visitor records) protected under confidentiality agreements.

### How We Use Your Information

ThriveWell uses your information to:

Provide Treatment: Deliver individualized, evidence-based care and coordinate services

Billing & Payment: Process insurance claims, verify eligibility, and manage payments

Healthcare Operations: Improve care quality, ensure compliance, and support program operations

Legal & Regulatory Compliance: Meet federal and state reporting requirements

How We Disclose Your Information

We only disclose PHI when permitted or required by law:

Within ThriveWell

Your information may be shared among clinical and administrative staff involved in your care, billing, or operations. All staff are trained in confidentiality and HIPAA compliance.

Business Associates

We may share PHI with third-party vendors (e.g., billing companies, IT providers) who are contractually required to protect your information.

Treatment, Payment, and Operations

We may share PHI with healthcare providers, hospitals, and insurance companies to coordinate care and process claims.

## Legal Requirements

We may disclose PHI without consent when required by law, including:

Court orders or subpoenas

Reporting abuse or neglect

Medical emergencies

Crimes on premises

Research

PHI may be used for research only if approved by an Institutional Review Board (IRB) and compliant with HIPAA protections.

## Confidentiality of Substance Use Treatment Records

ThriveWell strictly adheres to 42 CFR Part 2, which provides additional protections for substance use disorder treatment records.

We cannot disclose information identifying you as receiving substance use treatment without:

Your written consent

A valid court order

A medical emergency or approved research/audit context

Your Rights Regarding PHI

You have the following rights:

Access & Copies: Request and obtain your records

Amendments: Request corrections to inaccurate information

Accounting of Disclosures: Request a record of certain disclosures

Restrictions: Request limits on how your information is used

Confidential Communication: Request alternative communication methods

File a Complaint: Without fear of retaliation

Data Retention & Disposal

We retain your information only as long as required by law and operational necessity. When no longer needed, data is securely destroyed.

Breach Notification

If a breach involving your unsecured PHI occurs, ThriveWell will notify you promptly and provide:

Description of the breach

Information affected

Recommended protective steps

Actions taken to mitigate harm

Security Measures

We implement administrative, physical, and technical safeguards, including:

Encryption and secure servers

Access controls and role-based permissions

Ongoing staff training

While we take strong precautions, no system is completely immune to risk.

Website & Cookies

Our website may use cookies to:

Improve user experience

Analyze site usage (e.g., Google Analytics)

Store preferences

You may accept or decline cookies; some features may be limited without them.

## Changes to This Policy

We may update this Privacy Policy periodically. Updates will be:

Posted on our website

Available upon request

Communicated when significant changes occur

## Our Responsibilities

ThriveWell is required to:

Maintain the privacy of your PHI

Provide this Notice of Privacy Practices

Notify you of any breaches

Follow the terms currently in effect

## Contact Information

If you have questions or concerns, please contact:

ThriveWell Recovery Centers

Compliance Officer

475 Oberlin Ave., Suite 6, Lakewood, NJ 08701

703-565-1100

info@thrivewellrecovery.com

Filing a Complaint

You may also file a complaint with:

U.S. Department of Health & Human Services

Office for Civil Rights

200 Independence Avenue, S.W.

Washington, D.C. 20201

Phone: 877-696-6775

Email: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

Website: [www.hhs.gov](http://www.hhs.gov)