

NOTICE OF PRIVACY PRACTICES

Carolina Stateline Counseling

Effective Date: January 1, 2026

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our Responsibilities

Carolina Stateline Counseling (â€œwe,â€ â€œour,â€ or â€œthe Practiceâ€) is required by law to maintain the privacy and security of your protected health information (PHI). We are required to provide you with this Notice of Privacy Practices explaining our legal duties and privacy practices regarding your PHI. We must follow the duties and privacy practices described in this Notice and give you a copy of it.

We will notify you following a breach of unsecured PHI as required by law.

How We May Use and Disclose Your PHI

The following categories describe different ways we may use and disclose your PHI without your written authorization.

Treatment

We may use and disclose your PHI to provide, coordinate, or manage your mental health care. This includes sharing information with other health care providers involved in your care, including primary care providers, psychiatrists, or other clinicians, with your consent when required.

Payment

We may use and disclose your PHI to bill for services and obtain payment from insurance companies or other third-party payers. This includes eligibility verification, claims submission, utilization review, and care coordination.

If you pay for services out-of-pocket in full, you have the right to request that we not disclose PHI related solely to those services to your health plan.

Health Care Operations

We may use and disclose your PHI for practice operations, including quality assessment, case management, supervision, licensing, accreditation, audits, administrative purposes, and compliance with North Carolina and South Carolina professional and legal requirements.

Telehealth Services

We may use electronic communication technologies, including secure video platforms, electronic health records, and secure messaging systems, to provide telehealth services. Carolina Stateline Counseling utilizes HIPAA-compliant platforms, including SimplePractice, to deliver services and manage records. While safeguards are in place to protect your PHI, electronic communications may carry some risk of unauthorized access.

Uses and Disclosures Without Authorization or Opportunity to Object

Business Associates

We may disclose PHI to third-party vendors (â€œBusiness Associatesâ€) who perform services on our behalf, such as electronic health record management, billing, scheduling, and telehealth services. These vendors, including SimplePractice, are required by law to protect the privacy and security of your PHI through written agreements.

We may disclose PHI as permitted or required by law in the following circumstances:

- **As Required by Law:** Including compliance with court orders, subpoenas, or other legal processes.
- **Public Health and Safety:** To prevent or lessen a serious and imminent threat to health or safety.
- **Health Oversight Activities:** For audits, investigations, inspections, and licensure.
- **Abuse, Neglect, or Domestic Violence:** To appropriate authorities as required by law.
- **Judicial and Administrative Proceedings:** In response to a valid court or administrative order.
- **Law Enforcement:** As permitted by law.
- **Medical Emergencies:** To medical personnel for emergency treatment.
- **Business Associates:** To vendors who provide services on our behalf (such as billing, electronic health records, or telehealth platforms) who are required to safeguard your PHI.

Uses and Disclosures Requiring Written Authorization

Any use or disclosure of your PHI not described in this Notice will be made only with your written authorization. You may revoke your authorization in writing at any time, except to the extent we have already relied on it.

Your Rights Regarding Your PHI

You have the following rights regarding your PHI:

- **Right to Inspect and Copy:** You may request access to your PHI. Fees may apply as permitted by law.
- **Right to Amend:** You may request corrections to your PHI if you believe it is inaccurate or incomplete.
- **Right to an Accounting of Disclosures:** You may request a list of certain disclosures we have made.
- **Right to Request Restrictions:** You may request limits on how we use or disclose your PHI. We are not required to agree, except as required by law for self-pay services.
- **Right to Request Confidential Communications:** You may request that we communicate with you in a specific way or location.
- **Right to a Paper Copy:** You may request a paper copy of this Notice at any time.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with Carolina Stateline Counseling or with the Secretary of the U.S. Department of Health and Human Services. You will not be retaliated against for filing a complaint.

You may also file a complaint with your state licensing board if applicable.

U.S. Department of Health and Human Services
Office for Civil Rights

Privacy Officer Contact:
Carolina Stateline Counseling
803-824-5749
emily@carolinastatelinecounseling.com

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803-824-5749

emily@carolinastatelinecounseling.com

Changes to This Notice

We reserve the right to change this Notice and make the revised Notice effective for all PHI we maintain. The current Notice will be available on our website and upon request.

Acknowledgment of Receipt (for Intake Use):

I acknowledge that I have received a copy of the Notice of Privacy Practices.

Client Name: _____

Signature: _____

Date: _____