



VARIPRO
NOTICE OF PRIVACY PRACTICES
Effective Date: 1/1/2026

This notice is effective as of the date listed above.

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you—including information related to substance use disorder (SUD) treatment—may be used and disclosed and how you can access this information. Please review it carefully.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities.

Get a Copy of Your Health and Claims Records

You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.

- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request
 - You may request the information in electronic format if readily producible
 - We may charge a reasonable, cost-based fee
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Ask Us to Correct Health and Claims Records

You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.

- We may say “no” to your request, but we will tell you why in writing within 60 days

Request Confidential Communications

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.

- We will consider all reasonable requests and must say “yes” if you tell us you would be in danger if we do not

Ask Us to Limit What We Use or Share

You can ask us not to use or share certain health information for treatment, payment, or our operations.

- We are not required to agree to your request
- If you pay for a service out-of-pocket in full, you can ask us not to share that information with your health plan, and we must comply

Get a List of Those With Whom We’ve Shared Information

You can ask for a list (accounting) of the times we’ve shared your health information for six (6) years prior to the date you ask, who we shared it with, and why.

- We will include all disclosures except for those about treatment, payment, and health care operations, and certain other disclosures
- We’ll provide one accounting a year for free but will charge a reasonable fee if you ask for another within 12 months

Get a Copy of This Privacy Notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive it electronically.

Choose Someone to Act for You

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

File a Complaint if You Feel Your Rights Are Violated

You can complain if you feel we have violated your rights by contacting us using the information below.

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights:

200 Independence Avenue, S.W., Washington, D.C. 20201

1-877-696-6775

www.hhs.gov/ocr/privacy/hipaa/complaints/

We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share.

You may tell us your preferences for:

- Sharing information with your family, close friends, or others involved in payment for your care
- Sharing information in a disaster relief situation
- Contacting you for fundraising efforts (you may opt out)

If you are not able to tell us your preference, we may go ahead and share your information if we believe it is in your best interest.

We will never share your information for:

- Marketing purposes without your written permission
 - Sale of your information without your written permission
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SPECIAL PROTECTIONS FOR SUBSTANCE USE DISORDER (SUD) INFORMATION

Certain information related to substance use disorder (SUD) diagnosis, treatment, or referral may be protected under federal law (42 CFR Part 2).

Applicability of 42 CFR Part 2

Varipro is not a federally assisted substance use disorder treatment program. However, we may receive or maintain information that is subject to 42 CFR Part 2 from such programs.

When we receive such information:

- We will maintain its confidentiality as required by federal law
- We will not use or disclose it without appropriate consent or legal authorization
- It may not be used in criminal proceedings without a specific court order
- You may revoke your consent at any time, subject to legal limitations

Information protected under 42 CFR Part 2 may be maintained with additional safeguards.

REDISCLASURE NOTICE (REQUIRED BY LAW)

This information has been disclosed to you from records protected by federal confidentiality rules (42 CFR Part 2). The federal rules prohibit you from making any further disclosure unless permitted by written consent or as otherwise allowed by law.

HOW WE USE AND DISCLOSE YOUR INFORMATION

As a Third-Party Administrator (TPA), Varipro administers health plans on behalf of employers and plan sponsors.

Varipro performs services on behalf of your health plan and may act as a business associate.

We typically use or share your health information in the following ways:

Treatment

We may use your information and share it with professionals who are treating you.

Payment

We use and disclose your information to pay claims and coordinate benefits.

Health Care Operations

We use and share your information to run our organization, improve services, conduct audits, and prevent fraud.

Plan Administration

We may disclose certain information to plan sponsors as permitted by law.

We do not share identifiable health information with employers unless permitted.

Minimum Necessary Standard

We limit uses and disclosures of your information to the minimum necessary to accomplish the intended purpose.

Genetic Information

We do not use or disclose genetic information for underwriting purposes.

OTHER USES AND DISCLOSURES

We may share your information in other ways as required or permitted by law, including:

- Public health and safety activities
 - Reporting abuse, neglect, or domestic violence
 - Health oversight activities
 - Law enforcement purposes
 - Workers' compensation claims
 - Legal proceedings
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OUR RESPONSIBILITIES

We are required by law to:

- Maintain the privacy and security of your protected health information
 - Notify you of a breach without unreasonable delay and no later than 60 days
 - Follow the duties and privacy practices described in this notice
 - Give you a copy of this notice
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ELECTRONIC COMMUNICATIONS

If we communicate with you electronically, there may be some risk of unauthorized access. By providing your contact information, you acknowledge and accept this risk.

CHANGES TO THIS NOTICE

We may change the terms of this notice, and the changes will apply to all information we maintain.

The new notice will be available upon request and on our website.

CONTACT INFORMATION

Varipro

5300 Patterson Avenue, Ste. 150

Grand Rapids, MI 49512

Phone: 800-732-3412 ext. 121

Email: mcalloway@varipro.com

Privacy Officer: Marisa Calloway

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