



NOTICE OF PRIVACY PRACTICES REGARDING PERSONALLY IDENTIFIABLE INFORMATION (PII)

Why Are You Receiving This Notice?

This Notice sets forth information the Missouri Department of Social Services (DSS) is required by law to provide before collecting any Personally Identifiable Information (PII). PII is information that can be used, either on its own or with other information, to identify you or trace your identity. Please review this Notice carefully and contact your Family Support Eligibility Specialist to discuss any questions or concerns.

What Information Might Be Requested From You?

You may be requested to provide specific information, including PII, for determining your eligibility for DSS programs and other permitted purposes, including providing you with information regarding your health insurance coverage eligibility and options. PII includes, but is not limited to, the following information:

- Name
- Physical Mailing Address or Email Address
- Date of Birth
- Telephone Number
- Social Security Number
- Departmental Client Number (DCN)
- Income Information
- Other Information as Permitted or Required Under Applicable Law

How Will Your Information Be Used?

State and federal laws and regulations require or permit DSS to collect PII for various reasons. These laws and regulations include section 1411(g) of the Patient Protection and Affordable Care Act (42 USC 18081(g) and 45 CFR 155.260), among others. Your PII will only be used as necessary to determine your eligibility for the DSS program(s) you have applied for, and for the administration of those programs. The list below includes, but is not limited to, some of the authorized functions and services that your PII may be used for, as permitted under the laws and regulations applicable to the program(s) for which you have applied.

- Providing you with information about your health insurance coverage eligibility and options
- Helping you with your application for assistance
- Answering your questions about your eligibility
- Helping to enroll you in a managed care plan
- Providing you with assistance in filing appeals regarding your eligibility determinations
- Correcting errors in your application for assistance

Who Will Your Information Be Shared With?

DSS may share your information with the following individuals or organizations:

- Your authorized or legal representative, if applicable
- As required by law
- To insurance providers, medical professionals, hospitals and health information networks for your treatment, to pay for that treatment or for the health care operations of those parties
- To public health authorities as permitted or required by applicable law
- To the police or military as permitted or required by applicable law
- For court and administrative proceedings
- To government oversight authorities to verify government programs are in compliance with applicable law
- To the federal government to protect the country, the president, government workers, and for other government programs
- To funeral directors or coroners
- For organ donation purposes or research involving a DSS program
- To family, relatives or others who assist in your care, subject to some restrictions
- Subcontractors that help DSS provide services

Other than the examples listed above, DSS may not share your information without your written consent. You may authorize DSS to share as much of your information as you wish. You may also cancel your permission for DSS to share that information by contacting the DSS Privacy Officer at the address or telephone number indicated below.

Is the Request to Collect Your Information Mandatory?

Your decision to provide PII is voluntary. DSS must obtain your informed consent for any use or disclosure of information that is not permissible under this Notice and any relevant agreements that were in effect as of the time the PII was collected. DSS has a form through which it may obtain your informed consent, should that become necessary.

What Happens if You Decline to Provide Your PII to DSS?

You have the right to limit or refuse to provide DSS your PII. However, if you refuse to provide your PII, DSS may be unable to successfully enroll you in the program for which you applied.

What Are Your Rights

1. You have the right to request that DSS limit the information it shares about you, but DSS does not have to agree to such requests.
2. You have the right to receive your PII from DSS privately. DSS will provide it to an address you provide, either in hardcopy or electronically. DSS will charge for providing a copy of your records unless it is being sent to an exempt organization or an organization that does not charge DSS for records. No charge will be imposed on requests by foster children for a copy of their foster care records.
3. You have the right to inspect and copy the PII that DSS maintain for you. This right may be limited if the information contains notes taken by a mental health provider during treatment sessions.
4. You have the right to ask that the information in DSS' file be changed. However, there are limits regarding what may be changed and DSS does not have to agree to such requests.
5. You have the right to receive a list of the parties outside DSS that have received your information.
6. If an unauthorized disclosure of DSS records containing your PII occurs, and it is deemed a breach because there is a possibility the disclosure might lead to harm, you have the right to be notified by DSS and informed of what happened and how best to protect yourself.
7. You have the right to request this Notice on paper, electronically or both. Electronic copies of this notice are available at <https://mydssapp.mo.gov>. If you have questions or complaints, or want to make a request, contact:

Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services
601 East 12th Street, Room 353
Kansas City, MO 64106
Voice: (800) 368-1019
TDD: (800) 537-7697

DSS Privacy Officer
Division of Legal Services
P.O. Box 1527
Jefferson City, MO 65102
Telephone: (573) 751-3229
Voice: (800) 735-2466
TDD: (800) 735-2966

The services DSS provides will not be affected by any complaint made to DSS or the offices listed above.