

PRACTOPULSE HEALTHCARE SERVICES PROVIDER PORTAL PRIVACY POLICY

Effective Date: 12/1/2024

Last Updated: 12/1/2024

1. Introduction

PractoPulse Healthcare Services ("we," "our," or "us") values your privacy and is committed to protecting the confidentiality, integrity, and security of the personal and healthcare-related information we collect. This Privacy Policy describes how we collect, use, disclose, and protect your information when you visit our website **[Insert Website URL]** or use our services.

We comply with applicable US privacy laws, including the **Health Insurance Portability and Accountability Act (HIPAA)**, **Health Information Technology for Economic and Clinical Health Act (HITECH)**, and **applicable state regulations** governing healthcare revenue cycle management (RCM).

2. Information We Collect

We collect different types of information to provide and improve our services, including:

A. Personally Identifiable Information (PII)

- Name
- Email address
- Phone number
- Job title
- Company name
- Mailing address

B. Protected Health Information (PHI) (If Applicable)

For clients engaging in RCM services, we may handle PHI as defined by **HIPAA**, including:

- Patient demographic details
- Medical record numbers
- Insurance & billing information
- Diagnosis codes, CPT/ICD codes
- Claims and payment details

C. Technical & Usage Information

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- IP address
- Browser type and version
- Device information
- Cookies and tracking data

We do **not** collect Social Security Numbers, payment card details, or other sensitive financial data unless required for business transactions.

3. How We Use Your Information

We use collected information for the following purposes:

- 1. To Provide Our RCM Services**
 - Processing insurance claims, billing, and revenue cycle management
 - Verifying eligibility and benefits
 - Compliance with HIPAA, HITECH, and other healthcare regulations
- 2. To Communicate With You**
 - Responding to inquiries or service requests
 - Sending newsletters, industry updates, or marketing communications
 - Notifying you about changes to our services
- 3. To Improve Our Website & Services**
 - Analyzing website traffic for user experience improvement
 - Enhancing security and preventing unauthorized access
- 4. For Compliance & Legal Obligations**
 - Adhering to HIPAA, HITECH, and applicable US healthcare privacy laws
 - Responding to legal requests (e.g., subpoenas, audits)

We do **not** sell or share your data with third parties for marketing purposes.

4. How We Share & Disclose Information

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We do **not** disclose your information except as required for business operations, compliance, and legal obligations. We may share data with:

- **Business Associates (BAs):** Third-party vendors who assist in claims processing, coding, billing, and auditing (under HIPAA-compliant agreements).
- **Healthcare Providers & Payers:** When required for claim processing and reimbursement.
- **Regulatory Authorities & Law Enforcement:** If mandated by law, court order, or regulatory compliance audits.
- **IT & Cloud Service Providers:** For secure data storage and processing.

Any **PHI disclosures** strictly follow HIPAA **Minimum Necessary Rule** guidelines.

5. Data Security & Protection

We implement industry-standard security measures to protect **PII and PHI** from unauthorized access, loss, misuse, or alteration. Our safeguards include:

- **Encryption:** Data is encrypted at rest and in transit using industry-standard protocols (AES-256, TLS 1.2/1.3).
- **Access Controls:** Role-based access and multi-factor authentication (MFA) for authorized users.
- **HIPAA-Compliant Hosting:** All stored PHI is hosted on secure, HIPAA-compliant servers.
- **Regular Audits:** Security risk assessments, penetration testing, and internal compliance audits.

Despite best efforts, **no method of transmission or storage is 100% secure**. We encourage users to report security concerns to **[Insert Contact Email]**.

6. Your Rights Under HIPAA & US Privacy Laws

If you are a patient whose information is processed via our RCM services, you have certain rights under HIPAA:

- **Right to Access & Request a Copy:** You can request access to your data.
- **Right to Amend:** You can request corrections to incorrect or outdated data.

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- **Right to Restrict Use/Disclosure:** You can request limitations on how your data is shared.
- **Right to File a Complaint:** You can file a privacy complaint with the **Department of Health & Human Services (HHS)** if you believe your data is mishandled.

To exercise your rights, please contact us at **[Insert Contact Email]**.

7. Cookies & Tracking Technologies

We use cookies and similar tracking technologies for website functionality and analytics. You can control cookie preferences through your browser settings.

8. Third-Party Links

Our website may contain links to third-party sites. We are **not responsible** for their privacy practices. We encourage users to review their privacy policies before sharing any data.

9. Data Retention & Deletion

- **PII:** Retained for as long as necessary for business or legal purposes.
- **PHI:** Retained per **HIPAA regulations** (usually 6+ years) before secure disposal.

You may request data deletion where applicable by contacting **[Insert Contact Email]**.

10. Compliance With US Healthcare Laws

We comply with the following laws:

- **HIPAA (Health Insurance Portability and Accountability Act)**
- **HITECH Act (Health Information Technology for Economic and Clinical Health Act)**
- **FTC Healthcare Privacy Rules**
- **State-Specific Privacy Laws (e.g., California CCPA, Texas HB 300)**

11. Children's Privacy

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Our services are **not intended** for individuals under 18. We do not knowingly collect data from children.

12. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be **posted on this page with a revised "Last Updated" date.**

13. Contact Us

For any questions, privacy concerns, or data access requests, contact:

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