

Notice of Privacy Practices

Effective Date: July 10, 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.

Who We Are and Our Duty to You

Andrews Counseling and Consulting, PLLC ("ACC") is required by law to maintain the privacy of your protected health information ("PHI"), to give you this Notice of our legal duties and privacy practices, to notify you if a breach of your unsecured PHI occurs, and to follow the terms of the Notice currently in effect. This Notice applies to all services and locations of ACC.

How We May Use and Disclose Your Health Information

For treatment

We use and share your information to provide, coordinate, and manage your care — for example, among your ACC providers, and with other professionals involved in your care such as physicians, schools, care managers, or residential and day-support providers, when appropriate and permitted.

For payment

We use and share your information to bill and collect payment for services — for example, submitting claims to Medicaid, a health plan, or another payer, verifying benefits, and obtaining prior authorizations.

For health care operations

We use and share your information to run our agency and improve care — for example, quality improvement, clinical supervision, training, auditing, accreditation activities, and business planning.

Other uses and disclosures permitted or required by law

- When required by federal, state, or local law.
- To report suspected abuse, neglect, or exploitation as required by law.
- For public health activities and health oversight activities (such as audits, investigations, and licensure reviews).
- In response to a court order, or in certain circumstances a subpoena or other lawful process.
- To law enforcement in limited circumstances permitted by law.
- To prevent or lessen a serious and imminent threat to the health or safety of you or others.
- For workers' compensation purposes as authorized by law.
- To coroners, medical examiners, or funeral directors as permitted by law.
- To business associates who perform services for ACC under written agreements requiring them to safeguard your information.

Uses and disclosures requiring your written authorization

We will obtain your written authorization before: most uses and disclosures of psychotherapy notes; using your information for marketing purposes; selling your information; and any other use or disclosure

not described in this Notice. You may revoke an authorization at any time, in writing, except to the extent we have already acted on it.

Family, caregivers, and others involved in your care

With your permission — or, in certain situations, using professional judgment when you are not able to agree or object — we may share information relevant to a person's involvement in your care or payment for care with family members, guardians, or caregivers. For minors and adults with guardians, we share information with legally responsible persons consistent with law.

State law and substance use disorder records

Where North Carolina law or other applicable law provides greater protection for your information — including mental health and developmental disability records — we follow the more protective law. If ACC maintains records subject to 42 CFR Part 2 (substance use disorder treatment records), those records receive additional federal confidentiality protections and generally will not be disclosed without your specific written consent except as permitted by that law.

Your Rights Regarding Your Health Information

- **Right to inspect and copy.** You may ask to see or receive a copy of your health record, with limited exceptions provided by law. We may charge a reasonable, cost-based fee.
- **Right to amend.** If you believe information in your record is incorrect or incomplete, you may request an amendment in writing. We may deny the request in certain cases, and you may submit a statement of disagreement.
- **Right to an accounting of disclosures.** You may request a list of certain disclosures we have made of your information (other than for treatment, payment, operations, and certain other categories).
- **Right to request restrictions.** You may ask us to limit how we use or share your information. We are not required to agree to all requests, but we must agree to restrict disclosure to a health plan for services you (or someone on your behalf) paid for in full out of pocket, where permitted by law.
- **Right to confidential communications.** You may ask us to contact you in a specific way or at a specific location — for example, calling only a certain number. We will accommodate reasonable requests.
- **Right to a paper copy.** You may request a paper copy of this Notice at any time, even if you agreed to receive it electronically.
- **Right to breach notification.** We will notify you if a breach occurs that compromises the privacy or security of your unsecured information.

Changes to This Notice

We may change this Notice and our privacy practices at any time. Changes will apply to information we already hold as well as new information. The current Notice will be posted at our offices and on our website, with its effective date, and copies are available on request.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with ACC's Privacy Officer — (888) 711-8772, info@andrewscounselpllc.com, 236 N. Mebane St. #125, Burlington, NC 27217 — or with the Secretary of the U.S. Department of Health and Human Services, Office for Civil Rights. You will not be penalized or retaliated against for filing a complaint.

Contact

Privacy Officer, Andrews Counseling and Consulting, PLLC

Phone: (888) 711-8772 • Email: info@andrewscounselpllc.com

Mail: 236 N. Mebane St. #125, Burlington, NC 27217

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