Notice of Privacy Practices (NOPP)
Frequently Asked Questions for Reproductive Health Coordinators

Please share this information with those staff that will be responsible for distributing and ordering the NOPP at each clinic within your agency.

Do I have to give them to both our CCare and Title X clients? What about our OHP clients?
This requirement applies to CCare clients only. If it makes sense within your clinic flow to offer the Notice to all clients, you are welcome to do so. We want to stress that it is not necessary for each client to take the Notice; the requirement is only that it is offered to them. Because of confidentiality concerns, these need to be offered at the clinic site rather than sent in the mail.

OHP is mailing the Notice to all OHP clients; you do not need to offer it to them.

Why do we have to offer these to our clients?
As part of federal HIPAA requirements, this Notice must be offered to any client receiving medical or premium assistance, including Medicaid, through the Oregon Health Authority. Since CCare is a Medicaid waiver program, you are required to offer the Notice to all CCare clients.

My clinic already has a Privacy Policy that says almost the same thing? Can we combine the two?
Unfortunately no. As this is a federal requirement, they must be offered the Medical Assistance and Premium Assistance Programs version of the document. This NOPP is between the client and their source of pay so they are not interchangeable.

Can we offer them to clients annually when they re-enroll?
You are required to offer the Notice to all of your existing CCare clients now and not wait until they re-enroll. Going forward, if it is better for your clinic flow to offer it annually when you re-enroll them, we believe that would fulfill the requirement.

What is the Agreement of Understanding?
The Agreement of Understanding states that we have informed you of the requirement to offer the Notice to your clients. Please sign and return immediately if you have not yet done so. We only need one agreement per agency; we do not need one per clinic.

Why was I sent two different packets?
An incorrect version was mistakenly sent out that was labeled “Oregon State Hospital” at the top; please recycle them. On the correct version, “Medical Assistance and Premium Assistance Programs” is written directly under the Oregon Health Authority logo on the top left. The correct version should have been sent to you on or before March 10th.
My clinic can’t find them, how were they sent and to whom were they addressed?
For each clinic within your agency, notices were sent in manila envelope packets or boxes with no cover letter and were addressed to the name of the Reproductive Health Coordinator. The return address label is as follows:
Oregon Health Authority
Reproductive Health
800 NE Oregon Ste 370
Portland, OR 97232

Can I obtain an electronic copy of the NOPP?
You can find a pdf of the NOPP on our website here:
https://public.health.oregon.gov/HealthyPeopleFamilies/ReproductiveSexualHealth/OregonContraceptiveCare/Pages/oha-privacy-practices.aspx

How many did you send to each of my clinics?
An allotment was sent to each clinic based on the number of CCare clients served over the last quarter of 2013.

How do I order more?
For now, please contact Liz Gharst at elizabeth.a.gharst@state.or.us. Eventually, we would like for you to be able to order them through our website, but that is not possible at this time.

How do I get the Notice in Spanish?
Similar to the English NOPP mailing, an allotment of Notices in Spanish will be mailed based on the number of Spanish speaking CCare clients served over the last quarter of 2013. Not all clinics will receive copies in Spanish. Those clinics being sent copies in Spanish will receive them the week of March 17\textsuperscript{th}. To order more or if your clinic needs bulk copies and was not sent them, call 503-378-3486, leave a voicemail and someone will return your call.

If you prefer to download and print more Spanish copies yourself, visit our NOPP web page:
https://public.health.oregon.gov/HealthyPeopleFamilies/ReproductiveSexualHealth/OregonContraceptiveCare/Pages/oha-privacy-practices.aspx

How do I get the Notice in other languages?
The NOPP has recently been translated into Russian, Vietnamese, and Chinese. To download and print copies yourself, visit our NOPP web page:
https://public.health.oregon.gov/HealthyPeopleFamilies/ReproductiveSexualHealth/OregonContraceptiveCare/Pages/oha-privacy-practices.aspx

To request the Notice in another language or to order bulk copies in Russian, Vietnamese or Chinese, call 503-378-3486 as instructed on page 5 of the Notice. This is a voicemail line for the DHS/OHA Alternate Format line, leave a message and someone will return your call. We will be posting the Notice in other languages as translations become available.