



Release to Use and Share Health Information

NOTICE TO MEMBER

- This notice shares how your health information may be used or shared and how you can get this information. Please read it carefully.
- Filling out this form will allow Ambetter Health to:
 - use your health information for a certain purpose, and/or group, **and/or**
 - get from or share your health information with a certain person or group that you state on this form.
- You do not have to sign this form or allow us to use or share your health information. Your services and benefits with Ambetter Health will not change if you do not sign this form.
- To cancel this release form, you can:
 - Send us a written request. Mail it to the address at the bottom of page 2.
 - Call Member Services at 1-833-919-3213 (TTY: 711).
 - Visit [AmbetterHealth.com/EN/IA](https://www.ambetterhealth.com/EN/IA) > For Members > Forms and Materials > Revocation of Authorization to Disclose Health Information (PDF).
- When choosing to share your health information with someone else Ambetter Health cannot guarantee that they won't share it with others.
- Keep a copy of all finished forms that you send to us. We can also send you copies if you need them.
- If you need help, call Member Services at the phone number on the back of your member ID card.
- Fill in all the information on this form. Send the completed form and any supporting documents by mail or fax to:

Ambetter Health
Attn: ROI Processing Team
1080 Jordan Creek Parkway, Suite 400S
West Des Moines, IA 50266
Fax: 1-855-227-3804

PLEASE COMPLETE THE FORM BELOW. PLEASE PRINT.

1

MEMBER INFORMATION:

Member Name (Required): _____

Member Date of Birth: _____ Member ID Number: _____

2

I ALLOW AMBETTER HEALTH TO USE MY HEALTH INFORMATION FOR THE REASON STATED OR TO BOTH OBTAIN FROM OR SHARE MY HEALTH INFORMATION WITH THE PERSON OR GROUP NAMED BELOW.

(Required)

The purpose of the release is (check all boxes that apply):

to allow Ambetter Health to help me with my benefits and services.

AND/OR

To allow Ambetter Health to use or share my health information for:

Treatment/Care Coordination

Enrollment/Eligibility

Billing/Claims

Other: _____

Health Records/Documents

3

PERSON OR GROUP TO BOTH OBTAIN FROM OR SHARE MY INFORMATION

(Add extra Persons or Groups on page 2):

Person or Group Name (Required): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

4

I ALLOW AMBETTER HEALTH TO USE OR SHARE THE FOLLOWING HEALTH INFORMATION (NOTE:

Choose the first option to share ALL health information or choose the second option to share only **some** health information. **Both CANNOT be chosen.**) (Required)

All of my health information:

OR

All of my health information EXCEPT (check all boxes that apply):

Genetic information, services, or tests

AIDS or HIV data and records

Drug and alcohol data and records

Mental health data and records

Medication data and records

Other: _____

5

Release End Date (Required): ____/____/____

(date the release ends or five years, whichever is sooner, unless cancelled)

6

Member Signature (Required): _____

(Member or Legal Representative sign here)

Date (Required): ____/____/____

Relationship to the Member: _____

(Signers, if you are not the Member, identify your relationship to the Member, i.e., Guardian, Parent, Spouse, etc.)

If you are the Member's personal representative, please mail or fax copies of those forms (such as power of attorney or order of guardianship) to:

Ambetter Health | Attn: ROI Processing Team
1080 Jordan Creek Parkway, Suite 400S | West Des Moines, IA 50266 | Fax: 1-855-227-3804

ADDITIONAL INDIVIDUAL PERSON(S) OR GROUP(S) TO GET OR SHARE INFORMATION

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Name (Person or Group): _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Return completed form by mail or fax:

Ambetter Health
Attn: ROI Processing Team
1080 Jordan Creek Parkway, Suite 400S
West Des Moines, IA 50266
Fax: 1-855-227-3804

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| English: | If you, or someone you are helping, have questions about Ambetter Health, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at 1-833-919-3213 (TTY 711). |
| Spanish: | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter Health y no domina el inglés, tiene derecho a obtener ayuda e información en su idioma sin costo alguno y de manera oportuna. Si usted, o alguien a quien está ayudando, tiene un impedimento auditivo o visual que le dificulta la comunicación, tiene derecho a recibir ayuda y servicios auxiliares sin costo alguno y de manera oportuna. Para recibir servicios auxiliares o de traducción, comuníquese con Servicios para Miembros al 1-833-919-3213 (TTY 711). |
| Chinese: | 如果您，或是您正在協助的對象，有關於 Ambetter Health 方面的問題，且不精通英語，您有權利免費並及時以您的母語獲幫助和訊息。如果您，或您正在協助的對象有聽力和/或視力上的問題，阻礙了溝通，您有權利免費並及時獲得輔助支援與服務。若要取得翻譯或輔助服務，請聯絡會員服務部，電話是 1-833-919-3213 (TTY 711)。 |
| Vietnamese: | Nếu quý vị hoặc người mà quý vị đang giúp đỡ có câu hỏi về Ambetter Health và không thành thạo tiếng Anh, quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí và kịp thời. Nếu quý vị hoặc người mà quý vị đang giúp đỡ mắc bệnh về thính giác và/hoặc thị giác gây cản trở giao tiếp, quý vị có quyền được nhận các hỗ trợ và dịch vụ phụ trợ miễn phí và kịp thời. Để nhận dịch vụ thông dịch hoặc dịch vụ phụ trợ, vui lòng liên hệ bộ phận Dịch Vụ Thành Viên theo số 1-833-919-3213 (TTY 711). |
| Serbo-Croatian: | Ako Vi, ili neko kome pomažete, imate pitanja u vezi sa Ambetter Health, a ne govorite engleski jezik, imate pravo na besplatnu i blagovremenu pomoć i informacije na sopstvenom jeziku. Ako Vi, ili neko kome pomažete, imate neki poremećaj sluha i/ili vida zbog kojeg je onemogućena komunikacija, imate pravo da besplatno i blagovremeno dobijete pomagala i pomoćne usluge. Obratite se odeljenju za pružanje usluga članovima pozivom na broj 1-833-919-3213 (TTY 711) da biste dobili usluge prevoda ili pomoćne usluge. |
| German: | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter Health hat und nicht Englisch spricht, haben Sie das Recht, kostenlos und zeitnah Hilfe und Informationen in Ihrer Sprache zu erhalten. Falls Sie oder jemand, dem Sie helfen, eine Hör- und/oder Sehbeeinträchtigung hat, die die Kommunikation beeinflusst, haben Sie das Recht, kostenlos und zeitnah zusätzliche Hilfe und Dienstleistungen zu erhalten. Um eine Übersetzung oder zusätzliche Dienstleistungen zu erhalten, wenden Sie sich an den Kundendienst unter 1-833-919-3213 (TTY 711). |
| Arabic: | إذا كان لديك أو لدى شخص تساعدك حول Ambetter Health، ولم تكن بارعاً باللغة الإنكليزية، فلديك الحق في الحصول على المساعدة والمعلومات بلغتك من دون أي تكلفة وفي الوقت المناسب. إذا كنت أنت أو أي شخص تساعدك تعاني من حالة سمعية و/أو بصرية تعيق التواصل، فلديك الحق في تلقي مساعدات وخدمات إضافية من دون أي تكلفة وفي الوقت المناسب. لتلقي خدمات الترجمة أو خدمات إضافية، يرجى الاتصال بخدمات الأعضاء على 1-833-919-3213 (TTY 711). |

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| Laotian: | <p>ຖ້າຫາກທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບ Ambetter Health, ແລະ ບໍ່ຊ່ວຍຊາບພາສາອັງກິດ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ຖ້າຫາກທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີສະພາບທາງການໄດ້ຍິນ ແລະ/ຫຼື ການເບິ່ງເຫັນທີ່ຂັດຂວາງການສື່ສານ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການເສີມໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ເພື່ອໃຫ້ໄດ້ຮັບການບໍລິການແບບພາສາ ຫຼື ບໍລິການເສີມ, ກະລຸນາຕິດຕໍ່ຫາ Member Services (ການບໍລິການສະມາຊິກ) ໄດ້ທີ່ 1-833-919-3213 (TTY 711).</p> |
| Korean: | <p>귀하 또는 귀하의 도움을 받는 분이 Ambetter Health에 대한 질문이 있는 경우 영어에 능숙하지 않으시면 해당 언어로 시의적절하게 무료 지원과 정보를 받을 권리가 있습니다. 귀하 또는 귀하의 도움을 받는 분이 청각 및/또는 시각적으로 의사소통에 장애가 있는 경우 시의적절하게 무료 보조 도구 및 서비스를 받을 권리가 있습니다. 번역 또는 보조 서비스를 받으시려면 1-833-919-3213 (TTY 711)번으로 가입자 서비스부에 연락해 주십시오.</p> |
| Hindi: | <p>अगर आप या कोई ऐसा व्यक्ति जिसकी आप सहायता कर रहे हैं, के पास Ambetter Health से जुड़े प्रश्न हैं और आप दोनों अंग्रेज़ी में माहिर नहीं हैं, तो आपको अपनी भाषा में मुफ्त और समय पर सहायता और जानकारी प्राप्त करने का अधिकार है. अगर आपको या किसी ऐसे व्यक्ति को जिसकी आप मदद कर रहे हैं, सुनने और/या देखने में समस्या होती है और इससे बातचीत बाधित होती है, तो आपको बिना किसी लागत के और समय पर सहायक सहायता और सेवाएं प्राप्त करने का अधिकार है. अनुवाद या सहायक सेवाएं प्राप्त करने के लिए कृपया 1-833-919-3213 (TTY 711) पर सदस्य सेवाएं से संपर्क करें.</p> |
| French: | <p>Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter Health et que vous ne maîtrisez pas l'anglais, vous pouvez bénéficier gratuitement et en temps utile d'aide et d'informations dans votre langue. Si vous-même ou une personne que vous aidez souffrez d'un trouble auditif ou visuel qui entrave la communication, vous pouvez bénéficier gratuitement et en temps utile d'aides et de services auxiliaires. Pour profiter de services de traduction ou de services auxiliaires, veuillez contacter Services aux membres au 1-833-919-3213 (TTY 711).</p> |
| Pennsylvanian Dutch: | <p>Wann du, odder epper wer dir helft, hen Frooge iwwer Ambetter Health, un sin net proficient in Englisch, du hoscht die Recht um Helf zu griege un Information in dei Schprooch mitaus Koscht un in en zeitlich Manner. Wann du, odder epper wer dir helft, hen en Auditory un/odder Sehlich Condition die iss schlecht fer Communication, du hoscht die Recht Auxiliary Aids zu griege un Services mitaus Koscht un in en zeitlich Manner. Fer Iwwersetzing odder Auxiliary Services zu griege, sei so gut un ruff Member Services um 1-833-919-3213 (TTY 711).</p> |
| Thai: | <p>หากคุณหรือคนที่คุณกำลังให้ความช่วยเหลือมีคำถามเกี่ยวกับ Ambetter Health และไม่ชำนาญในการใช้ภาษาอังกฤษ คุณมีสิทธิ์ที่จะขอรับความช่วยเหลือและข้อมูลในภาษาของคุณโดยไม่เสียค่าใช้จ่ายอย่างทันทางที่ หากคุณหรือคนที่คุณกำลังให้ความช่วยเหลือมีภาวะด้านการฟังและ/หรือการมองเห็นที่เป็นอุปสรรคต่อการสื่อสาร คุณมีสิทธิ์ที่จะขอรับความช่วยเหลือและบริการเสริมโดยไม่เสียค่าใช้จ่ายอย่างทันทางที่ หากต้องการบริการด้านการแปลหรือบริการเสริม โปรดติดต่อ บริการสำหรับสมาชิก ที่หมายเลข 1-833-919-3213 (TTY 711)</p> |

Tagalog:

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Ambetter Health, at hindi ka mahusay sa Ingles, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos at sa maagap na paraan. Kung ikaw, o ang iyong tinutulungan, ay may kondisyon sa pandinig at/o pannikin na nakakaapekto sa komunikasyon, may karapatan kang makatanggap ng mga karagdagang tulong at serbisyo nang walang gastos at sa maagap na paraan. Para makatanggap ng mga serbisyo sa pagsasalin o mga karagdagang serbisyo, mangyaring makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa 1-833-919-3213 (TTY 711).

Karen:

နု၊ မ့တမ့ ပုလုနမၤစၢအီတဂၤ၊ မ့အိၣ်ဒီးတၢ်သံကွၢ် ဘၣ်ဃး Ambetter Health, ဒီး မ့တသ့ဘၣ် အဲကလံးကျိၣ်ဂ့ၤဂ့ၤအယိ, နအိၣ်ဒီး တၢ်ခွဲးတၢ်ယၢ်လၢ ကလံးန့ၢ် တၢ်မၤစၢဒီး တၢ်ဂ့ၢ်တၢ်ကျိၤလၢ နကျိၣ်တၢ်ကတိၤဒၣ်နဲ လၢတလၢ်ဘၣ် ကျိၣ်စ့ဒီး လၢတၢ်ဆၢကတီၢ် ဖုၣ်ကိၢ်အပူၤန့ၣ်လီၤ. နု၊ မ့တမ့ ပုလုနမၤစၢအီတဂၤ၊ အိၣ်ဒီး တၢ်ကီတၢ်ခဲတၢ်အိၣ်သးဘၣ်ဃး တၢ်န့ၣ်ဟူတၢ် ဒီး /မ့တမ့ တၢ်ထံၣ် လၢအတြီယာ် တၢ်ဆဲးကျၢဆဲးကျိးအယိ, နအိၣ်ဒီး တၢ်ခွဲးတၢ်ယၢ်လၢ နကဒီးန့ၢ် တၢ်မၤစၢဆီၣ်ထွဲဒီး တၢ်တိၤစၢမၤစၢတဖၣ် လၢတလၢ်ဘၣ် ကျိၣ်စ့ဒီး လၢတၢ်ဆၢကတီၢ် ဖုၣ်ကိၢ်အပူၤန့ၣ်လီၤ. ဒ်သိနကဒီးန့ၢ် တၢ်ကတိၤကျိးထံ မ့တမ့ တၢ်မၤစၢဆီၣ်ထွဲ အတၢ်ဖဲးတၢ်မၤတဖၣ်အဂီၢ် ဝံသးစူၤ ဆဲးကျိး ဆူ တၢ်မၤစၢ ကရူၢ်ဖိဖဲ 1-833-919-3213 (TTY 711) န့ၣ်တက့ၢ်.

Russian:

Если у вас или у лица, которому вы помогаете, возникли какие-либо вопросы о программе страхования Ambetter Health, при этом вы недостаточно хорошо владеете английским языком, вы имеете право на бесплатную и своевременную помощь и информацию на своем родном языке. Если у вас или у лица, которому вы помогаете, наблюдается какое-либо нарушение слуха и/или зрения, которое препятствует коммуникации, вы имеете право на бесплатные и своевременные вспомогательные услуги и помощь. Для получения услуг перевода или вспомогательных услуг обратитесь в отдел обслуживания участников программы страхования по номеру 1-833-919-3213 (TTY 711).

Ambetter Health is underwritten by Iowa Total Care, Inc. which is a Qualified Health Plan issuer in the Iowa Health Insurance Marketplace. This is a solicitation for insurance. ©2024 Iowa Total Care, Inc., AmbetterHealth.com. If you, or someone you're helping, have questions about Ambetter Health, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you're helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at 1-833-919-3213 (TTY 711). For more information on your right to receive an Ambetter Health plan free of discrimination, or your right to receive language, auditory and/or visual assistance services, please visit AmbetterHealth.com and scroll to the bottom of the page.