



Authorization to Release Psychotherapy Notes

Use this form if you want your mental health care provider to share your psychotherapy notes with Aetna Better Health.

Psychotherapy notes are made by your mental health care provider. These notes are records of your talks with your mental health care provider during counseling sessions. Your mental health care provider keeps these notes separate from your medical records.

1. Who is the Medicaid Member?

| | | |
|-----------------------|-------------------------|----------------|
| First name | Last name | Middle initial |
| Member ID number | Birth date (MM/DD/YYYY) | Phone number |
| Street | | |
| City, state, ZIP code | | |

2. I OK this Mental Health Care Provider to share my psychotherapy notes.

| | |
|-----------------------------|--------------|
| Mental Health Care Provider | Phone number |
| Street | |
| City, state, ZIP code | |

3. I OK this Person or Company to receive my psychotherapy notes.

| | |
|---|--------------|
| Person or company name Aetna Better Health¹, | Phone number |
| Street | |
| City, state, ZIP code | |

¹ NOTICE TO RECIPIENT(S) OF INFORMATION:

Information disclosed to Aetna Better Health pertaining to certain conditions, such as treatment for alcohol or drug abuse, HIV/AIDS and other sexually transmitted diseases, behavioral health, and genetic marker information is protected by various federal and state laws which prohibit any further disclosure of this information by Aetna Better Health without the express written consent of the person to whom it pertains or as otherwise permitted by such laws. Any unauthorized further disclosure in violation of state or federal law may result in a fine or jail sentence or both. A general authorization for the release of medical or other information is NOT sufficient consent for release of these types of information. The federal rule at 42 CFR Part 2 restricts use of the information disclosed to criminally investigate or prosecute any alcohol or drug abuse patient.

¹“Aetna” also includes Aetna’s subsidiaries, affiliates, employees, agents and subcontractors.

4. Why are you giving out these psychotherapy notes?

Reason/Purpose:

My **OK** is to disclose psychotherapy notes **only**. I understand that these notes may have information on medical care or treatment for substance abuse. Also, information about acts of domestic abuse, or HIV/AIDS or other communicable or sexually transmitted diseases. And any treatment that may have been given by other health care providers.

5. The psychotherapy notes I OK are for the following dates of service:

By signing below, I understand and agree:

- I can take back my **OK** by asking my mental health care provider named in section 2.
- If you take back your **OK** it won't take back the PHI we already received.
- My chance to sign up for insurance will not change if I don't sign this form.
- Whoever gets my information may share it with others. That means laws may not be able to protect my information.
- I can get a copy of this **OK** by writing to the address in section 3 of this form.

ATTENTION:

I must sign this form if any of the options below apply.

- I am 18 years of age or older.
- I am under 18 years of age and I am married or emancipated.
- My state allows me to be treated even if my parents or legal guardian do not agree.
- My psychotherapy notes being shared may include one of the below conditions:
 - Substance use disorder diagnosis or treatment
 - Mental health
 - Sexually transmitted disease (including HIV/AIDS)
 - Reproductive health (including contraception, prenatal care and abortion)
 - General medical and dental health

6. Signature of Member or Authorized Representative.

| | |
|---|------|
| Signature | Date |
| Print name | |
| If a legal representative signed this form, describe the relationship: (parent, legal guardian, Power of Attorney, personal representative) | |

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Authorized Representative means you have legal proof that you can act for this person. A representative signs for a person who cannot legally sign on his or her own. If the member is less than 18 years old, a parent, or guardian should sign for the minor. If you are a representative, signing this form you must send legal proof you can act for this person.

Do you have questions? We can help. Call Aetna Better Health at:

Medicaid [1-800-441-5501](tel:1-800-441-5501)
Long Term Care [1-844-645-7371](tel:1-844-645-7371)
Florida Healthy Kids [1-844-528-5815](tel:1-844-528-5815)

Please sign and return this completed form to: **Aetna HIPAA Member Rights**
PO Box 14079
Lexington, KY 40512-4079

Or you can fax it to: [1-859-280-1272](tel:1-859-280-1272)



Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or [1-800-385-4104](tel:1-800-385-4104).

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001
Cleveland, OH 44181-8001

Telephone: [1-888-234-7358](tel:1-888-234-7358) (TTY 711)

Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, [1-800-368-1019](tel:1-800-368-1019), [1-800-537-7697](tel:1-800-537-7697) (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

CHINESE: 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711))。

FRENCH: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le [1-800-385-4104](tel:1-800-385-4104) (ATS: [711](tel:711)).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على [1-800-385-4104](tel:1-800-385-4104) (للصم والبكم: [711](tel:711)).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero [1-800-385-4104](tel:1-800-385-4104) (utenti TTY: [711](tel:711)).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)) an.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)) 번으로 연락해 주십시오.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતયા હો, તો નન:શુલ્ક ભયાષયા સહયાતયા સેવયાઓ તમયારયા મયાટે ઉપલબ્ધ છે.

તમયારયા આઈડી કયાડનની પયાછળ આપેલયા નંબર પર અથવયા [1-800-385-4104](tel:1-800-385-4104) પર કોલ કરો (TTY: [711](tel:711)).

THAI: ข้อควรระวัง: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อ อหมายเลขที่อยู่ ด้านหลังบัตร ID ของคุณ หรือหมายเลข [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:711)).