

By using this site, you agree to comply with all applicable laws concerning the privacy, security and confidentiality of patient health information, including any applicable provisions of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), and implementing regulations known as the Standards for Privacy of Individually Identifiable Health Information, 45 CFR part 160 and part 164 (the “Privacy and Security Rules”) and any amendments thereto.

Please carefully review both our General Privacy Policy and HIPAA Notice of Privacy Practices below.

GENERAL PRIVACY POLICY Tenzing

Privacy Policy

At Tenzing, Inc., we take the privacy of our site visitors seriously, maintaining the security, privacy and confidentiality you would expect from a leading medical billing company.

General

When you visit our site we do not collect personally identifiable information such as your name, address or e-mail address. However, in order for us to improve our website and your online experience, we may collect non-personal information such as your browser type, operating system, pages visited and the date and time you visited.

Personally Identifiable Information

Should you contact us through our website to obtain information about our services, or submit an e-mail inquiry, information which identifies you may be requested, i.e. your name, phone number, mailing address, e-mail address, etc. The information provided by you remains confidential and is only used by our employees to respond to your inquiry. We will not sell or share your contact information with third parties.

Registered Clients

Specific areas of our site are protected. To access these areas, registered clients are required to establish a secure session by logging in to the secure area of the site with the use of an assigned ID and password. This allows Tenzing to verify user identity, thereby allowing access to account information while preventing unauthorized access.

Security Protocols

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. Further, we monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage to our web services. Use of this system constitutes consent to such monitoring and auditing.

HIPAA NOTICE OF PRIVACY PRACTICES Tenzing

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED.

What is covered by this Notice?

This Notice describes the way your health information may be used and disclosed by Tenzing.

How we may use and disclose your health information:

For treatment, payment and health care operations: Tenzing, and your health care providers may use or disclose your health information in order to provide you treatment, to obtain payment for such treatment, and for health care operations, which are activities related to the provision of health care.

During the normal course of business, we may collect non-public personal information about you including, but not limited to:

- ∇ Information we receive from you during telephone conversations or from correspondence you send.
- ∇ Information we receive from your family members and/or caretakers.
- ∇ Information we receive from facilities, surgeons, physicians and other medical providers.
- ∇ Information from your insurance company(s).
- ∇ Information we receive from collection or consumer credit counseling agencies.

Generally we may share all information we collect about you as described above with other healthcare providers involved in your care.

We may also share such information with other parties if:

- ∇ you request or authorize it;
- ∇ the information is provided to help complete a transaction initiated by you;
- ∇ the information is provided to a consumer reporting agency in accordance with the Fair Credit Reporting Act; or
- ∇ the disclosure is otherwise lawfully required or permitted.

Your rights with respect to your own health information:

Under the law, you may request that we restrict information we share. Such requests must be reasonable and must be made in writing. We are not obligated to agree to the requested restrictions. In the event that we do not agree to your request, we will notify you of the denial and the reasons why the request was not accepted.

Our obligation to you:

Tenzing understands the importance of protecting your privacy. As such, we are committed to maintaining the confidentiality of each patient's medical and financial records consistent with applicable state and federal laws. Tenzing implements reasonable practices and technologies designed to secure protected health information from unauthorized disclosure. In the event disclosure or a breach occurs, Tenzing adheres to the notification provisions of the HITECH Act section 13402.

Contact person for further information:

Should you have any questions or desire further information concerning matters contained in our HIPAA Notice of Privacy Practices, please contact our Privacy Official toll free at 866-306-3239. If you prefer to inquire in writing, please send your correspondence to the attention of our Privacy Official, Tenzing, at 2202 Harlem Road, Loves Park, IL 61111.