

April 14, 2003, for any period of time in the six years preceding the request except those for: (a) purposes of treatment, payment, and health care operations; (b) to the individual based on a request to access PHI, to persons involved in an individual's care; (c) disclosures made pursuant to an individual's agreement or objection; (d) national security or intelligence purposes; and (e) to correctional institutions or law enforcement officials.) of Protected Health Information about the individual which is reasonably described by the individual, we shall within thirty business days from the date the request is received provide such an accounting. If there is more than one such request in any twelve month period for an accounting of disclosures of protected health information, we may charge a reasonable fee to cover the costs of providing each accounting after the first one in any twelve month period

26. The rights granted to individuals in this notice extend to all natural persons to the extent information about them is collected and maintained by us in connection with an insurance transaction. The rights granted to all natural persons by this notice do not extend to information about them that relates to and is collected in connection with or in reasonable anticipation of a claim or civil or criminal proceeding involving them.

27. For the purpose of this notice, "insurance support organization" does not include a consumer reporting agency.

**CORRECTION OF RECORDED PERSONAL INFORMATION:
DISPUTED INFORMATION**

28. Within thirty business days from the date of receipt of a written request from an individual to correct, amend or delete any recorded personal information about the individual within our possession, we shall either:

A. Correct, amend, or delete the portion of the recorded personal information in dispute.

B. Notify the individual of our refusal to make the correction, amendment or deletion, the reasons for the refusal and the individual's right to file a statement as provided in number 31.

29. If we amend or delete recorded personal information, we shall so notify the individual in writing and furnish the correction, amendment or fact of deletion to the following, as applicable:

A. Any person specifically designated by the individual who may have, within the preceding two years, received the recorded personal information.

B. Any insurance support organization whose primary source of personal information is insurance institutions if the insurance support organization has systematically received the recorded personal information from the insurance institution within the

preceding seven years, except that the correction, amendment or fact of deletion need not be furnished if the insurance support organization no longer maintains recorded personal information about the individual.

C. Any insurance support organization that furnished the personal information that has been corrected, amended, or deleted.

30. If an individual disagrees with our refusal to correct, amend or delete recorded personal information, the individual may file with us a concise statement setting forth what the individual thinks is the correct, relevant or fair information and a concise statement of the reasons why the individual disagrees with our refusal to correct, amend, or delete recorded personal information.

31. If the individual files either statement described in number 30, we shall:

A. File the statement with the disputed personal information and provide a means by which anyone reviewing the disputed personal information will be made aware of the individual's statement and have access to it.

B. In any subsequent disclosure by us of the recorded personal information that is the subject of disagreement, clearly identify the matter in dispute and provide the individual's statement along with the recorded personal information being disclosed.

C. Furnish the statement to the persons and in the manner prescribed in number 29.

32. The rights granted to individuals in this notice extend to all natural persons to the extent information about them is collected and maintained by us in connection with an insurance transaction. The rights granted to all natural persons by this subsection do not extend to information about them that relates to and is collected in connection with or in reasonable anticipation of a claim or civil or criminal proceeding involving them.

33. For purposes of this section, "insurance support organization" does not include a consumer reporting agency.

Information obtained from a report prepared by an insurance support organization may be retained by the insurance support organization and disclosed to other persons.

**Penn Treaty American Corporation
Family of Companies
3440 Lehigh Street
Allentown, PA 18103**

**Additional Important Information about Our Insurance
Information Practices**

- Information may be collected from persons other than you.
- The types of personal information that may be collected include, but are not limited to, medical information, wage, salary, occupation, employment, and/or financial information, other insurance held, and living arrangements. Sources of information include, but are not limited to, doctors, hospitals, employer(s), insurance companies, and public records. Information may be obtained directly by us or by outside investigative agencies employed by us, by written request, through telephone interviews, or personal interviews.
- We will not obtain or disclose any personal or privileged information about an individual, collected or received, in connection with an insurance transaction unless it is with the written authorization of the individual.
- We will disclose information to a person other than an insurance institution, agent or insurance support organization, if the disclosure is reasonably necessary:
 - To enable the person to perform a business, professional or insurance function for us and/or at our request and the person agrees not to disclose the information further without the individual's written authorization unless the further disclosure either is reasonably necessary for the person to perform his function for us; or,
 - To enable the person to provide information to us and/or at our request for the purpose of determining an individual's eligibility for an insurance benefit or payment or detecting or preventing criminal activity, fraud, material misrepresentation or material nondisclosure in connection with an insurance transaction.
- We will disclose information, including protected health information (Protected Health Information is: "Information that can be used to identify an individual that is directly related to that individual's health and is maintained or transferred in any medium."), to an insurance institution, agent, insurance support organization or self-insurer if the information disclosed is limited to that which is reasonably

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necessary to detect or prevent criminal activity, fraud, material misrepresentation or material nondisclosure in connection with insurance transactions or for either the disclosing or receiving insurance institution, agent or insurance support organization to perform its function in connection with an insurance transaction involving the individual.

6. We will disclose information to a medical care institution or medical professional for the purpose of verifying insurance coverage or benefits, informing an individual of a medical problem of which the individual may not be aware, or conducting an operations or service audit, if only the information which is reasonably necessary to accomplish the purposes prescribed by this paragraph is disclosed.
7. We will disclose information to an insurance regulatory authority.
8. We will disclose information to a law enforcement or other governmental authority to protect our interests in preventing or prosecuting the perpetration of fraud upon us, or if we reasonably believe the individual has conducted illegal activities.
9. We will disclose information otherwise permitted or required by law.
10. We will disclose information as necessary to comply with the USA Patriot Act and will check names against a list of Specially Designated Nationals maintained by the United States State Department
11. We will disclose information in response to a valid administrative or judicial order, including a search warrant or subpoena.
12. We will disclose information for the purpose of conducting actuarial or research studies, except that no individual may be identified in any actuarial or research report, materials allowing the individual to be identified are returned or destroyed as soon as they are no longer needed, and the actuarial or research organization agrees not to disclose the information unless the disclosure would otherwise be permitted if made by us.
13. We will disclose information to a party or a representative of a party to a proposed or consummated sale, transfer, merger or consolidation of all or part of the business of the insurance institution, agent or insurance support organization, except that prior to the consummation of the sale, transfer, merger or consolidation only the information is disclosed which is reasonably necessary to enable the recipient to make business decisions about the purchase, transfer, merger or consolidation and the recipient agrees not to disclose the

information unless the disclosure would otherwise be permitted by this section if made by us.

14. We will disclose information to a person whose only use of the information will be in connection with the marketing of a product or service if:
 - (a) No medical record information, protected health information, privileged information or personal information relating to an individual's character, personal habits, mode of living or general reputation is disclosed and no classification derived from the information is disclosed.
 - (b) The individual has been given an opportunity to indicate that the individual does not want personal information disclosed for marketing purposes and has given no indication that the individual does not want the information disclosed or if required by law or regulation, or has agreed (opted in) that personal information, other than protected health information, may be disclosed for marketing purposes
 - (c) The person receiving the information agrees not to use it except in connection with the marketing of a product or service.
15. We will disclose information to an affiliate whose only use of the information will be in connection with an audit, if the affiliate agrees not to disclose the information for any other purpose or to an unaffiliated person.
16. We will disclose information to a group insurance policyholder for the purpose of reporting claims experience or conducting an audit of our or the agent's operations or services if the information disclosed is reasonably necessary for the recipient to conduct the review or audit.
17. We will disclose information to a professional peer review organization for the purpose of reviewing the service or conduct of a medical care institution or medical professional.
18. We will disclose information to a governmental authority for the purpose of determining the individual's eligibility for health benefits for which the governmental authority may be liable.
19. We will disclose information to a certificate holder or policyholder for the purpose of providing information regarding the status of an insurance transaction.

INDIVIDUAL ACCESS TO RECORDED PERSONAL INFORMATION

20. If an individual, after proper identification, submits a written request to us for access to recorded personal information about the individual, which is reasonably described by the individual and which we can reasonably locate and retrieve, we shall within thirty business days from the date the request is received:

A. Inform the individual of the nature and substance of the recorded personal information in writing, by telephone or by other oral communication, whichever we prefer.

B. Permit the individual to see and copy, in person, the recorded personal information pertaining to the individual or to obtain a copy of the recorded personal information by mail, whichever the individual prefers, unless the recorded personal information is in coded form, in which case we shall provide an accurate translation in plain language and in writing.

C. Disclose to the individual the identity, if recorded, of those persons to whom we have disclosed the personal information within two years prior to the request, and if the identity is not recorded, the names of those insurance institutions, agents, insurance support organizations or other persons to whom the information is normally disclosed.

D. Provide the individual with a summary of the procedures by which the individual may request correction, amendment or deletion of recorded personal information.

21. Any personal information provided shall identify the source of the information if the source is an institutional source.
22. Medical record information supplied by a medical care institution or medical professional and requested by an individual, together with the identity of the medical professional or medical care institution which provided the information, shall be supplied either directly to the individual or to a medical professional designated by the individual and licensed to provide medical care with respect to the condition to which the information relates, whichever we prefer. If we elect to disclose the information to a medical professional designated by the individual, we shall notify the individual, at the time of the disclosure, that we provided the information to the medical professional.
23. Except for personal information provided in connection with the correction of recorded personal information we may charge a reasonable fee to cover the costs incurred in providing a copy of recorded personal information to individuals.
24. The obligations imposed by this notice upon us may be satisfied by another insurance institution or agent authorized to act on our behalf. With respect to the copying and disclosure of recorded personal information, we may make arrangements with an insurance support organization or a consumer reporting agency to copy and disclose recorded personal information on our behalf.
25. If an individual, after proper identification, submits a written request to us for an accounting of disclosures (an accounting of disclosures is a list of disclosures, occurring on or after

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