YOUR PRIVACY

Notice of Privacy Practices

Aspire Therapies, LLC · 2851 Stage Village Cove, Suite 2, Bartlett, TN 38134 · (901) 949-9488

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU AND YOUR CHILD MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective date: November 1, 2026

In this notice, "you" means the child receiving therapy and, because our patients are children, the parent or legal guardian who makes health care decisions for them. "We" means Aspire Therapies, LLC, our occupational therapists, occupational therapy assistants, speech-language pathologists, and staff.

If you have questions about this notice, contact our Privacy Officer: **Michael Sanford, Administrator**, (901) 949-9488, msanford@aspiretherapiesllc.com.

Our responsibilities

The law requires us to:

- Keep your child's protected health information private and secure.
- Give you this notice of our legal duties and privacy practices, and follow the notice currently in effect.
- Tell you promptly if a breach happens that may have compromised the privacy or security of your child's information.
- Not use or share your child's information other than as described here, unless you tell us in writing that we can. You may change your mind at any time by letting us know in writing.

Protected health information includes things like your child's name, date of birth, diagnoses, evaluations, therapy notes, goals and progress, insurance information, and billing records.

How we typically use and share your child's information

To treat your child. We use your child's information to evaluate, plan and provide therapy, and we share it with others involved in their care.

- Your child's occupational therapist and speech-language pathologist share notes so a child who receives both gets one coordinated plan.
- We send the evaluation report and plan of care to your child's primary care provider for review, and keep them updated during therapy.
- We may talk with a specialist, audiologist, or other therapist your child sees.

To bill for services. We use and share information to bill and get paid by your child's health plan, TennCare plan, or TEIS.

- We send your child's diagnosis and the services provided to your insurance company to process a claim.

- We check your child's benefits before visits and request prior authorization when a plan requires it.

To run our practice. We use information to operate the practice, improve care, and train staff.

- We review charts to make sure documentation is complete and accurate.
- Supervising occupational therapists review the work of occupational therapy assistants.
- We use records to schedule appointments, track attendance, and manage our wait list.

Appointment reminders. We may contact you by phone, text, or email about appointments, paperwork, and billing, using the contact choices you give us on Form 2. You can change those choices at any time.

Sharing with family, caregivers, schools and daycares

- **People you choose.** We share information with the family members, friends and caregivers you list on Form 9, and only the kinds of information you check there. In an emergency, or if you can't tell us your preference, we may share what is needed if we believe it is in your child's best interest.
- **Schools and daycares.** We share information with your child's school, daycare or teachers only with your written permission on Form 9. When we provide therapy at a daycare, staff there may see that your child is receiving services.

Business associates

We work with outside companies that help us run the practice, such as our electronic health record, email and file storage, billing and claims services, fax service, and secure technology tools. Each one signs a contract (a business associate agreement) requiring it to protect your child's information and use it only to do work for us.

Other ways we may share information, as the law allows or requires

- **When the law requires it**, including when the U.S. Department of Health and Human Services checks that we are following privacy law.
- **Child abuse and neglect.** Tennessee law requires us to report suspected abuse or neglect of a child to the Department of Children's Services or law enforcement.
- **Public health and safety**, such as preventing disease, reporting problems with products, or helping with product recalls.
- **To prevent a serious threat** to someone's health or safety.
- **Health oversight**, such as audits, licensing and inspections by agencies like the Tennessee Department of Health, TennCare, and Medicaid or Medicare program reviews.
- **Lawsuits and legal actions**, in response to a court or administrative order, or a subpoena that meets legal requirements.
- **Law enforcement**, for limited purposes the law allows.
- **Medical examiners and coroners**, and for organ and tissue donation requests.
- **Workers' compensation, military, and special government functions** such as national security, when the law allows.

- **Research**, only as the law allows and with required approvals. Aspire does not currently take part in research.

We do not fundraise using your child's information.

Uses that need your written permission

We will never do the following without your written permission:

- **Marketing.** We will not use your child's information to market products or services.
- **Sale of information.** We never sell your child's information.
- **Photos and videos** of your child on our website, social media or other materials. You choose this on Form 10, and saying no has no effect on your child's care.
- **Any other use not described in this notice.**

If you give us permission, you can take it back at any time by telling us in writing. That stops future use, but it can't undo sharing that already happened while your permission was in place.

Your rights

To use any of these rights, contact our Privacy Officer at (901) 949-9488 or msanford@aspiretherapiesllc.com. Some requests must be in writing, and we'll help you with that.

- **Get a copy of your child's records.** You can see or get a paper or electronic copy of your child's health and billing records. We will provide it within 30 days. We may charge a reasonable, cost-based fee for copies.
- **Ask us to correct records.** If you think something in your child's record is wrong or incomplete, you can ask us to fix it. We may say no, but we'll tell you why in writing within 60 days.
- **Ask us to limit what we use or share.** You can ask us not to use or share certain information for treatment, payment or operations. We don't have to agree, especially if it would affect your child's care. **If you pay for a service in full out of pocket, you can ask us not to share it with your health plan, and we will agree** unless the law requires us to share it.
- **Ask for confidential communications.** You can ask us to contact you a certain way, such as only on your cell phone, or to send mail to a different address. We will agree to reasonable requests.
- **Get a list of who we've shared information with.** You can ask for a list of times we shared your child's information in the past 6 years, other than for treatment, payment, operations, and some other cases. One list a year is free. We may charge a reasonable fee for more.
- **Get a paper copy of this notice** at any time, even if you agreed to get it electronically.
- **Choose someone to act for your child.** As a parent or legal guardian, you generally act as your child's personal representative and can use these rights for them. If a court order limits who can make decisions or see records, please give us a copy. We will make sure the person has this authority before we act.

Children in Tennessee Early Intervention (TEIS)

If your child receives services through TEIS, federal early intervention law (IDEA Part C) and Tennessee's TEIS rules may give you additional privacy rights. Where those rules give you more protection than this notice, we follow them.

Changes to this notice

We can change this notice, and the changes will apply to all information we have about your child. The current notice is always posted in our clinic and on our website at aspiretherapiesllc.com, and you can ask us for a paper copy.

Questions and complaints

If you believe your child's privacy rights have been violated, you can:

- **Contact us:** Michael Sanford, Privacy Officer, Aspire Therapies, LLC, 2851 Stage Village Cove, Suite 2, Bartlett, TN 38134, (901) 949-9488, msanford@aspiretherapiesllc.com.
- **File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:** Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F HHH Bldg., Washington, D.C. 20201; by phone at 1-877-696-6775; or online at ocrportal.hhs.gov.

We will not retaliate against you or your child for filing a complaint. Filing a complaint will never affect your child's care at Aspire.

Acknowledgment

We will ask you to sign Form 2 of our new patient packet to confirm that you were offered a copy of this notice.