Notice of Privacy Practices

Access Healthcare PCA — accesshealthcarepca.com — Effective June 2026

THIS NOTICE DESCRIBES HOW HEALTH-RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Access Healthcare PCA is committed to protecting the privacy and security of your personal and health-related information. We handle health information in connection with providing personal care services and comply with applicable federal and Nevada privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA) *where applicable*. This Notice describes how we collect, use, and protect your information and what rights you have regarding that information.

Your Privacy Rights

You have rights regarding your health-related information that are described in this Notice. You may exercise these rights by contacting our Privacy Officer at 702-597-1758 or support@accesshealthcarepca.com.

1. Our Privacy Commitment

We are committed to maintaining the privacy of your personal and health-related information and to following applicable federal and Nevada state privacy requirements in the handling of that information. Specifically, we commit to:

- Keep your personal and health-related information private and secure
- Provide you with this Notice of our privacy practices
- Follow the terms of our current Notice
- Notify you if there is a breach of your unsecured personal health information
- Not use or disclose your information other than as described in this Notice without your written authorisation

We reserve the right to change this Notice and our privacy practices. If we make a material change, we will update this Notice, post it on our website, and make updated copies available upon request.

2. What Information We Handle

In the course of providing personal care services, we may collect and handle the following types of personal and health-related information:

- Your name, address, date of birth, and contact information
- Health conditions, diagnoses, and functional limitations relevant to your care
- Your care plan, including services provided and caregiver assignments
- Medicaid ID number, insurance information, and billing details
- Electronic Visit Verification (EVV) data including visit time, location, and services delivered
- Emergency contact and advance directive information
- Communications between you, your family, and our care team

We collect this information to provide safe, appropriate, and authorised personal care services and to meet our obligations to Nevada Medicaid and other funding sources.

3. How We Use and Disclose Your Information

The following describes the ways we may use and disclose your personal and health-related information. We will not use or disclose your information for purposes not described here without your written authorisation.

Providing your care

We use your information to provide, coordinate, and manage your personal care services. For example, we share relevant care information with the Personal Care Attendant assigned to you and with supervisors conducting home visits to ensure your care plan is followed correctly.

Billing and payment

We use and disclose your information to obtain payment for the services we provide. For example, we share information with Nevada Medicaid, your Managed Care Organisation (MCO), your long-term care insurance company, or the VA to bill for and receive payment for care services.

Electronic Visit Verification (EVV)

As required under the 21st Century Cures Act and Nevada state law, visit data including your name, service type, and visit times is transmitted through the Sandata EVV system to Nevada Medicaid for program compliance and billing verification. Sandata Technologies handles this data under a Business Associate Agreement with our agency.

Nevada Medicaid and state agencies

We share information with the Nevada Division of Health Care Financing and Policy (DHCFP), the Aging and Disability Services Division (ADSD), and your Managed Care Organisation as required for programme compliance, authorisation, and auditing.

Quality and operations

We may use your information for internal quality assessment, staff training, compliance reviews, and evaluating the performance of our caregivers and the quality of care we provide.

As required by law

We will disclose your information when required by federal, state, or local law, including court orders, government investigations, and regulatory reporting requirements to the Nevada Department of Health and Human Services.

Adult protective services and abuse reporting

We are mandatory reporters under Nevada law (NRS 200.5093). If we have reason to believe a client is the victim of abuse, neglect, or exploitation, we are required to report this to protective services or law enforcement, even without your authorisation.

Family members and personal representatives

We may share information about your care with family members, close friends, or other persons involved in your care or the payment for your care, unless you have told us not to. Legal guardians and holders of a Durable Power of Attorney for Healthcare (DPOA-HC) may exercise your rights under this Notice on your behalf.

Health oversight activities

We may disclose your information to a health oversight agency for activities authorised by law, such as audits, inspections, and licensing reviews conducted by the Nevada Division of Public and Behavioural Health, Bureau of Health Care Quality and Compliance.

Uses requiring written authorisation

Any use or disclosure of your information not described in this Notice — including most marketing communications and the sale of your information — will only be made with your written authorisation. You may revoke your authorisation at any time in writing.

4. Your Rights Regarding Your Information

You have the following rights regarding your personal and health-related information. To exercise any of these rights, please submit a written request to our Privacy Officer using the contact details in Section 7.

Right to access and receive a copy

You have the right to inspect and receive a copy of the health information we maintain about you. We may charge a reasonable cost-based fee. We will respond within 30 days (or 60 days if records are stored off-site).

Right to request correction

If you believe information in your record is incorrect or incomplete, you may ask us to correct it. We may decline if the information was not created by us or if we determine the record is accurate. We will respond within 60 days.

Right to an accounting of disclosures

You may request a list of disclosures we have made of your information for purposes other than providing your care, billing, and internal operations, covering the past six years. The first accounting in any 12-month period is free.

Right to request restrictions

You may ask us to restrict how we use or disclose your information. We are not always required to agree, but we will consider all reasonable requests and respond in writing.

Right to request confidential communications

You may ask us to communicate with you in a specific way or at a specific location (e.g. by phone only, or at a particular address). We will accommodate reasonable requests.

Right to a paper copy of this Notice

You may request a paper copy of this Notice at any time, even if you have previously agreed to receive it electronically. We will provide one free of charge.

Right to be notified of a breach

If there is a breach of your unsecured personal health information, we will notify you promptly and in accordance with applicable law.

5. Our Responsibilities

We are committed to:

- Maintaining the privacy and security of your personal and health-related information
- Providing you with this Notice and making updated versions available when changes are made
- Notifying you promptly if a breach occurs that may have compromised your information
- Following the terms of this Notice currently in effect
- Not retaliating against you for exercising your privacy rights or filing a complaint

We will not:

- Condition your care or services on whether you agree to waive your privacy rights
- Sell your personal or health-related information without your explicit written authorisation
- Use your information for marketing purposes without your authorisation

6. How to File a Privacy Complaint

If you believe your privacy rights have been violated, you may file a complaint with us directly or with the appropriate regulatory authority. You will not be penalised or retaliated against for filing a complaint in good faith.

With Access Healthcare PCA:	Privacy Officer — 702-597-1758 | support@accesshealthcarepca.com
Address:	7448 W. Sahara Ave., Suite 105, Las Vegas, NV 89117

Nevada DPBH:	Bureau of Health Care Quality and Compliance
Las Vegas office:	(702) 486-6515
Statewide:	1-800-225-3414
Purpose:	Complaints about licensed personal care agencies in Nevada

U.S. Dept. of HHS:	Office for Civil Rights (HIPAA complaints)
Phone:	1-877-696-6775
Website:	hhs.gov/ocr/privacy/hipaa/complaints

Address:	200 Independence Ave., S.W., Washington, D.C. 20201

7. Contact Our Privacy Officer

For questions about this Notice, to request a copy of your information, or to exercise any of your privacy rights, please contact our Privacy Officer:

Agency:	Access Healthcare PCA
Attn:	Privacy Officer
Address:	7448 W. Sahara Ave., Suite 105, Las Vegas, NV 89117
Phone:	702-597-1758 (M–F 8:30am–5:00pm)
After hours:	702-426-4305 (available 24/7)
Email:	support@accesshealthcarepca.com
Website:	accesshealthcarepca.com

Nevada Client Rights

In addition to the rights described in this Notice, your rights as a client of Access Healthcare PCA under Nevada Administrative Code (NAC 449.398) are described separately in the Client Rights document provided to you at the start of care. This includes your right to file a complaint with the Nevada Division of Public and Behavioural Health, Bureau of Health Care Quality and Compliance at (702) 486-6515 or 1-800-225-3414.

Access Healthcare PCA is the home care division of Access Healthcare Staffing & Recruitment Inc. This Notice of Privacy Practices was last updated June 2026 and supersedes all prior versions. The HIPAA applicability statement in this Notice reflects our current understanding pending formal legal confirmation. We will update this Notice promptly upon confirmation of our precise status under HIPAA.