

Sage and Sea Counseling LLC

Notice of Privacy Practices

Effective Date: March 10, 2026

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

OUR COMMITMENT TO YOUR PRIVACY

Sage and Sea Counseling LLC is committed to protecting your privacy and the confidentiality of your health information.

During counseling, we collect information about your health, mental health and personal history in order to provide quality care. Federal and state laws protect this information.

This document explains how your information may be used or shared and describes your rights.

IMPORTANT TERMS

Protected Health Information (PHI) Protected Health Information is any information about your health that can identify you. This may include your name, contact information, diagnosis, treatment notes, appointment records and billing information.

Disclosure A disclosure means sharing your information outside the practice.

Authorization “Authorization” means written permission from you allowing us to share your information.

Telehealth “Telehealth” refers to counseling sessions conducted through secure video or electronic communication.

LAWS THAT PROTECT YOUR INFORMATION

Sage and Sea Counseling LLC follows several privacy laws, including:

- The **Health Insurance Portability and Accountability Act (HIPAA)**
- **42 C.F.R. Part 2** (extra protections for substance use treatment records)
- **Colorado confidentiality laws for mental health providers**
- **Colorado mandatory reporting laws**

When more than one law applies, we follow the **stricter privacy rule**.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

You have the following rights regarding your Protected Health Information.

1. Right to Access Your Records

You have the right to request a copy of your health records.

- Copies may be provided electronically or on paper.
- Requests must be made in writing.
- A reasonable administrative fee may apply.

Some records may be limited by law (for example, psychotherapy notes).

2. Right to Request an Amendment

If you believe information in your record is incorrect or incomplete, you may request a correction.

We may deny the request if the information:

- Was not created by this practice
- Is accurate and complete
- Cannot legally be changed

If denied, you may submit a written statement for your file.

3. Right to Request Confidential Communications

You may request that we contact you in a specific way, such as through:

- Secure email
- A different phone number
- Mail sent to a specific address

We will make reasonable efforts to honor these requests.

4. Right to Request Restrictions

You may request that we limit how your information is used or shared.

Examples may include:

- Not sharing information with certain family members
- Restricting disclosure to insurance companies

We will consider your request, but we are not always required to agree.

However, if you **pay fully out-of-pocket**, you may request that we **not submit information to your insurance company** and we must honor that request.

5. Right to an Accounting of Disclosures

You have the right to request a list of certain disclosures made without your authorization.

- One free accounting is available every 12 months
- Additional requests may include a small fee

6. Right to Receive a Paper Copy of This Notice

You have the right to receive a paper copy of this notice at any time, even if you agreed to receive it electronically.

7. Right to Appoint a Personal Representative

You may authorize someone to act on your behalf regarding your health information.

Examples include:

- Legal guardian
- Medical power of attorney
- Court-appointed representative

Documentation may be required.

8. Right to File a Complaint

If you believe your privacy rights have been violated, you may file a complaint.

You will **not be penalized or retaliated against** for filing a complaint.

Practice Contact Information

Sage and Sea Counseling LLC
4255 South Buckley Road, Suite 128
Aurora, Colorado 80013

Phone: 720-649-0588

Email: admin@sageandseacounseling.com

Privacy Officer: **Jenna Hayes, MS, LPC, LAC, NCC**

You may also file a complaint with:

U.S. Department of Health and Human Services Office for Civil Rights
<https://www.hhs.gov/ocr/privacy/hipaa/complaints>

HOW YOUR INFORMATION MAY BE USED OR DISCLOSED

Federal law allows us to use or share information for certain purposes without written authorization.

Treatment

We may share information with other health care providers involved in your care.

Examples:

- Coordinating with your primary care physician
- Consulting with another mental health professional
- Referring you to another provider

When required by law, written authorization will be obtained.

Payment

We may use your information to bill and collect payment.

Examples:

- Submitting claims to insurance companies
- Verifying benefits
- Processing payments

Information shared may include:

- Diagnosis
- Dates of service
- Billing codes
- Treatment information necessary for reimbursement

Health Care Operations

We may use information to operate and improve the practice.

Examples include:

- Scheduling appointments
- Quality improvement
- Compliance reviews
- Professional consultation

Only the minimum necessary information is used.

DISCLOSURES REQUIRED OR PERMITTED BY LAW (COLORADO)

Colorado law requires or permits certain disclosures without your authorization.

These may include:

- Suspected **child abuse or neglect**
- Abuse or exploitation of **at-risk elders or dependent adults**
- **Imminent risk of serious harm** to yourself or others
- **Court orders or subpoenas**
- **Licensing oversight** by the Colorado Department of Regulatory Agencies (DORA)
- **Workers' compensation claims**
- **Public health reporting requirements**

Whenever possible, we will inform you before releasing information.

TELEHEALTH PRIVACY

If you participate in telehealth services:

- Sessions are conducted through **HIPAA-compliant platforms**
- Sessions are **not recorded without written consent**

- You are responsible for participating in a **private, secure environment**
- Email and text messaging may carry **privacy risks**

Whenever possible, we recommend communicating through **secure client portals**.

While we take reasonable steps to protect electronic communication, **no electronic system is completely secure**.

INSURANCE + MEDICAID DISCLOSURES

If you choose to use insurance (including Medicaid):

- Certain information must be shared for billing purposes
- Insurance companies may request additional documentation
- Insurance providers may conduct audits or utilization reviews
- Medicaid programs may require compliance reviews

Information typically shared includes:

- Diagnosis
- Dates of service
- Billing codes (CPT codes)

Once information is submitted to insurance companies, **we cannot control how they store or use that information**.

You may choose **private pay** if you wish to limit insurance disclosures.

SUBSTANCE USE DISORDER RECORDS (42 CFR PART 2)

Federal law provides additional privacy protections for records related to substance use treatment.

Under **42 C.F.R. Part 2**:

- Most disclosures require **separate written consent**
- Records generally **cannot be used in legal proceedings without consent or a court order**

Limited exceptions include:

- Medical emergencies
- Crimes committed on program premises
- Mandatory child abuse reporting

You may **revoke consent in writing at any time.**

OUR RESPONSIBILITIES

Sage and Sea Counseling LLC is required by law to:

- Maintain the privacy and security of your health information
- Provide this Notice of Privacy Practices
- Follow the terms of this notice
- Notify you if a **data breach** occurs
- Comply with applicable federal and state privacy laws

We reserve the right to update this notice at any time.

The most current version will be available at:

www.sageandseacounseling.com

CLIENT ACKNOWLEDGMENT OF RECEIPT

By signing below, you acknowledge that you have received and reviewed the Notice of Privacy Practices for Sage and Sea Counseling LLC. You understand your rights regarding your protected health information and how it may be used and disclosed.