545 Westminster Street, Fitchburg, MA 01420

All client information is confidential. L.U.K. abides by all relevant standards stated herein as well as by federal, state, and local regulations as applicable. As established by federal, state, and local regulations, the following are exceptions to the confidentiality of client information:

- 1. Information will be released upon receipt of written consent and authorization for the release of information signed by those legally competent to consent.
- 2. Information will be shared with treatment team members, supervisors, and utilization and peer review teams as needed in order to maintain quality care.
- 3. Information about treatment as required must be disclosed to Medicaid and to other insurance carriers as required for reimbursement.
- 4. Information will be shared with case managers of the Department of Children and Families (DCF) or the Department of Mental Health (DMH) and other funding sources when clients are in services funded by these agencies.
- 5. Information will be provided to regulatory and accrediting organizations as required.
- 6. Information will be provided to the appropriate state agency when L.U.K. staff has reason to believe that abuse or neglect has occurred to a child, a senior adult, or a disabled person.
- 7. Information will be provided to the appropriate individual(s) when L.U.K. staff has reason to believe that an individual is a danger to self or to others.
- 8. Information will be released upon receipt of a court order.
- 9. Necessary information will be provided to medical personnel in case of a medical emergency.
- 10. Information about substance and alcohol abuse will not be release without compliance with all applicable Federal regulations.

All policies related to confidentiality shall apply after an applicant or client has terminated active involvement with the program.