

Mélange Health Solutions is committed to protecting our website visitors and client's privacy. We feel it is important for you to know how we handle the information we receive from you via electronic /online sources.

The Privacy Policy applies to all of the Private Information about any person that we collect or receive as part of our business operations - whether from an individual person or from healthcare providers. The relevant portions of the Privacy Policy also apply to third parties, which handle and process Private Information about individuals on our behalf.

What is "Private Information?"

Private Information means any information relating to an individual that identifies the individual or could reasonably be used to identify the individual regardless of the medium involved (e.g., paper, electronic, video, audio). Private Information also can constitute "protected health information" under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

Whose Private Information is covered?

All Private Information handled by Mélange Health Solutions, LLC, hereafter referred to as Mélange, in connection with the Mélange business operations, such as information from employees, or other health care providers, third party business associates, and others is covered by the Privacy Policy.

What personal information we collect

Mélange may collect information about visitors to its website through various on-line forms that visitors voluntarily complete. Completion of these forms is entirely optional. If visitors supply any personally identifiable information to us on these forms (e.g. name/address/e-mail address), Mélange will not use this information to contact the visitors unless they have specifically stated that we may do so.

How we and our affiliates collect and use personal information

MelangeHS.com may contain links to websites operated by third parties. Mélange has no control over the privacy policies and practices of such third party sites, and if you have any concerns, you are urged to review the terms of those sites for more information about the policies applicable to those sites.

Collection and Use of Non-Personal Information

Mélange uses the statistical information gathered about all of visitors to our website for internal statistical purposes, e.g., to track where users go on the Web site. This information is not linked to specifically identifiable individuals. This type of information will be used to aid Mélange in adding information to its website that will be useful for site visitors and that will improve the performance of our website.

We may provide third parties with aggregate statistics about our visitors, traffic patterns and related site information. These data reflect site-usage patterns gathered during visits to our website each month, but they do not contain behavioral or identifying information about any individual member unless that member has given us permission to share that information.

IP addresses

We do not collect and log the IP address of visitors to MelangeHS.com.

Mailing List

To subscribe to our announcements and press releases, site visitors must provide an e-mail address. Subscribers may elect to only provide an email address. The membership emails of the mailing lists are kept confidential, though this information is shared with our mail service providers for the purpose of list-management.

How we use cookies

MelangeHS.com does not use cookies. "Cookies" are small pieces of information that some websites store on your computer's hard drive when you visit them.

Contact Us Enquiry

Visitors may submit questions via MelangeHS.com. We do not share information from "Contact Us" enquiries.

Referrals

Visitors may submit referrals via MelangeHS.com. We do not share information or sources of referrals. Referral information is kept strictly confidential and routed to the appropriate clinical department within the organization for review.

Electronic Health Records

The Mélange Electronic Health records System is password protected with data stored on a secured database and facility. We review our systems regularly to help ensure that the security and integrity of personal information in our possession is not compromised.

Internet Transmission

Unfortunately, no data transmission over the Internet can be guaranteed to be entirely secure and we do not assume any liability for any damage suffered that is caused by the interception, alteration, or misuse of information during transmission that is outside of our reasonable control.

Off-line information

Mélange also protects client information off-line. Only employees who need the information to perform a task are granted access to personally identifiable information. Mélange employees must use password-protected screen-savers when they leave their desk. When they return, they must re-enter their password to re-gain access to your information. Furthermore, all

employees are trained on Mélange privacy and security practices. Finally, the vendors we use to store personally identifiable information maintain a secure environment behind locked doors, and only authorized individuals have access to the servers.

Disclosure to Third Parties

Mélange shares personal information with companies who provide services such as billing and claims processing. The Information shared includes only the information required to submit a claim to the payer organization. These companies are obligated to protect your information. Other organizations and agents must agree to abide by our Privacy Policy and may be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services.

Legally Required Disclosure

It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities to disclose your personal information.

Children's privacy

This site is intended for adults age 18 and older. It is not intended for or designed to attract people under the age of 18.

E-mail communications, newsletter and related services

MelangeHS.com provides visitors with the opportunity to receive communications from us. Visitors can sign up for a free email press release or newsletter. Recipients can unsubscribe from this service at any time.

Security measures

Mélange takes precautions — including administrative, technical, and physical measures — to safeguard your personal information against loss, theft, and misuse, as well as against unauthorized access, disclosure, alteration, and destruction. All client electronic information is protected behind a firewall.

Contact Us

Communication that you send to us via links on our site may be shared with an employee or clinician that is most able to address the enquiry. We make every effort to respond in a timely fashion once communications are received. Once we have responded to the communication, it is discarded.

Email

Email does not provide a completely secure and confidential means of communication. It's possible that e-mail communication may be accessed or viewed by another Internet user while in transit to Mélange. To keep communications private, do not use email.

Telephone/Mobile Phone and Voicemail

Telephone/Mobile Phone and Voicemail do not provide a completely secure and confidential means of communication. Mélange voice and data communications services vendors may route communications via a variety of technical infrastructures to include wire, cellular, internet, cable and/or satellite communications technology. It's possible that data and telecommunication vendor systems may be accessed while in transit to Mélange. To keep communications strictly secure and private, do not use Telephone/Mobile Phone and Voicemail.

Social Media

Mélange uses social media and social networking services to advance communications and contact with the community. These applications require the use of third party service providers. Notably, we have a Facebook page. The Facebook page is administered by Facebook and is accessible by Facebook users who already have consented to Facebook's privacy policy.

Information Only

All of the content our Website is for information purposes only and in no way creates any clinical relationship between the visitor and Mélange; you should seek appropriate medical, psychiatric, or professional advice when necessary.

Accuracy of Website

While we make all reasonable efforts to ensure that all material on the Website is correct, accuracy cannot be guaranteed.

Disclaimer

Although materials offered on the Mélange website is designed to offer timely and accurate information with respect to the subject matter covered and to be current as of the time it was written, research and knowledge about medical and mental health issues is constantly evolving. Material is not intended to be, and should not be considered, a substitute for medical or other professional advice. Website visitors should consult a medical doctor, licensed mental health professional or other appropriate health care professional and should not independently follow any treatment regimens or other recommendations from material present on the website.

Changes to Our Privacy policy

As permitted by law, we may change our policy by posting a revised policy on this site.

Complaint process

If you have a complaint or problem, or if you believe your privacy rights have been violated, you may email us by clicking the "Contact us" link or you may write to Mélange's security and privacy officer at:

Privacy Officer
8825 University East Drive, Suite 100
Charlotte, NC 28213-4169
Corp. Office (704) 537-3650