

## **Terms and Conditions - Heacock Health Medical Group - Updated Date: 01/07/2026**

### **1. Acceptance of Terms**

By accessing, browsing, submitting information through, or using any website, portal, form, referral system, communication channel, or service operated by Heacock Health Medical Group (“VMG,” “we,” “us,” or “our”), you agree to be bound by these Terms and Conditions. If you do not agree, do not use our services.

### **2. No Medical Advice**

Heacock Health Medical Group does **not** provide medical advice, diagnosis, or treatment through its websites, referral forms, dashboards, emails, or communications unless explicitly stated in a separate written provider agreement.

All information provided is for **administrative, referral coordination, and informational purposes only** and should not be relied upon as medical advice. In emergencies, call **911** or seek immediate medical attention.

### **3. Eligibility**

You represent that:

- You are at least 18 years old, or
- You are an authorized representative of a patient, provider, agency, or organization with legal authority to submit information.

### **4. Referral Submissions**

By submitting a referral:

- You confirm you are authorized to submit the information provided
- You agree that submission **does not guarantee acceptance, scheduling, eligibility, coverage, or treatment**
- You acknowledge that additional verification may be required

Heacock Health Medical Group reserves the right to decline, delay, redirect, or close referrals at its discretion.

### **5. Accuracy of Information**

You are responsible for ensuring all submitted information is accurate, complete, and current.

Heacock Health Medical Group is not responsible for delays, denials, or errors resulting from incorrect or incomplete information.

## **6. Communications**

By submitting forms or contacting us, you consent to receive communications via:

- Phone
- Email
- Secure portals
- Fax
- SMS (where applicable)

Standard message and data rates may apply.

## **7. Third-Party Services**

Heacock Health Medical Group may use third-party platforms for hosting, forms, communications, analytics, or operations. We are not responsible for third-party outages, errors, or security incidents outside our reasonable control.

## **8. Intellectual Property**

All content, branding, systems, workflows, and materials are the property of Heacock Health Medical Group and may not be copied, modified, or distributed without written permission.

## **9. Limitation of Liability**

To the maximum extent permitted by law, Heacock Health Medical Group shall not be liable for:

- Indirect, incidental, or consequential damages
- Loss of data, revenue, or opportunity, and/or Delays in care coordination
- Decisions made by third-party providers, payers, or agencies

## **10. Indemnification**

You agree to indemnify and hold harmless Heacock Health Medical Group from any claims arising from:

- Unauthorized submissions
- Misuse of systems
- Violation of these Terms
- Inaccurate or unlawful disclosures

We may update these Terms at any time. Continued use of services constitutes acceptance of revised terms.

## **12. Governing Law**

These Terms are governed by the laws of the State of California, without regard to conflict-of-law principles. You may contact us via email at [intake@heacockhealthmg.com](mailto:intake@heacockhealthmg.com) or 24060 Fir Ave, Suite A Moreno Valley CA, 92553

## Privacy Policy

### 1. Overview

Heacock Health Medical Group respects your privacy and is committed to protecting personal and health-related information in accordance with applicable laws.

### 2. Information We Collect

We may collect:

- Contact information (name, phone, email, address)
- Referral and intake information
- Provider and agency information
- Technical data (IP address, browser type, device data)
- Communications and correspondence

### 3. How Information Is Used

Information may be used to:

- Process referrals and inquiries
- Coordinate care and services
- Communicate with patients, providers, and partners
- Improve systems and operations
- Comply with legal and regulatory obligations

### 4. Information Sharing

We may share information:

- With authorized healthcare providers and partners
- With service providers under confidentiality agreements
- As required by law or regulation

We do **not** sell personal or health information.

## **5. Data Security**

We implement administrative, technical, and physical safeguards designed to protect information. No system is 100% secure, and we cannot guarantee absolute security.

## **6. Data Retention**

Information is retained only as long as necessary for operational, legal, and compliance purposes.

## **7. Your Rights**

Depending on applicable law, you may have rights to:

- Request access to your information
- Request corrections
- Request restrictions or disclosures

Requests may be subject to verification.

## **8. Cookies and Tracking**

Our websites may use cookies and analytics tools to improve functionality and performance.

## **9. Changes to This Policy**

We may update this Privacy Policy periodically. Updates will be posted on our website.

## **HIPAA Notice of Privacy Practices**

## **1. Our Responsibilities**

Heacock Health Medical Group is required by law to:

- Maintain the privacy of Protected Health Information (PHI)
- Provide notice of our legal duties and privacy practices
- Follow the terms of this notice

## **2. Uses and Disclosures of PHI**

We may use or disclose PHI for:

- Treatment coordination
- Payment and billing activities
- Healthcare operations
- Legal and regulatory compliance

## **3. Other Permitted Disclosures**

PHI may also be disclosed:

- To authorized representatives
- For public health and safety purposes
- As required by law
- To avert serious threats to health or safety

## **4. Your Rights Under HIPAA**

You have the right to:

- Access your medical records
- Request amendments
- Request restrictions

- Request confidential communications
- Receive an accounting of disclosures
- Receive a paper copy of this notice

## **5. Complaints**

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

- Heacock Health Medical Group
- The U.S. Department of Health and Human Services

You will not be retaliated against for filing a complaint.

## **6. Changes to This Notice**

We reserve the right to change this HIPAA Notice and apply changes to all PHI we maintain.