

Accessing Your Health Information

Your health plan is committed to using data improve your health and health care. We have made it easier to access your personal health information. Having access to your information can help you make more informed decisions about your health care. Please review these frequently asked questions.

Why should I access my health information?

Some healthcare decisions are easy, like getting a cast if you break your arm. But other situations are more complicated. Does your medical history mean surgery might be risky? Can your caregiver share your complete health history with a new doctor?

By accessing your health information through a convenient app, you can:

- Get control over your health information
- Make it easy to share your health information with doctors, caregivers or anyone you choose
- Get help managing and improving your health through a wide range of apps and other computer-based services

How do I access my health information?

The process is similar to loading other applications to your device from an app store like the Apple App Store, Microsoft Store, Google Play, and others.

1. Find the app you want to use in this list of approved applications.
2. Download the app.
3. Complete the registration process.
4. Use the app's menus and prompts to connect the app to your health plan.
5. Provide your consent to share your health information with the app.
6. Verify the process for contacting the application development team for any issues that may arise.

Is my health information private and secure?

As with any interaction over the internet, there is some risk. Your health plan takes your privacy and the security of your health information as seriously as you do. That's why your data will never be shared without your express permission. Your health plan safeguards your data carefully. However, once your data is shared with an application, your health plan is no longer responsible for the

security of that data. This is why it is important to understand the privacy and security policies for any application you choose to share your data with. It is also important to protect your devices from threats like theft, phishing, and hacking. You should keep your device's security settings current. Make sure you choose a health information app with clear privacy and security policies. You can decide whether to access your health information via an app. You can change your mind at any time.

What is the signup process like?

The first time you choose to share your data with an application, you log into the health plan [member portal](#). If you don't have a member portal login, you must set up an account. You will need your Name, Date of Birth and Plan Member ID.

If I have already authorized one application to see my health plan data, will I have to create another account to authorize a second application?

No. Once you have authorized one application to see your health plan data, you only have to authenticate using your email address and corresponding code to allow a second application to see the data.

What email is used to authorize an application to see my health plan data?

You must use the unique email address that you initially used to authorize and allow access to your data. An authorization code will be sent to the email address, and you will be required to enter it into the Health Plan application. If you do not remember the email address, contact your health plan to obtain the information.

Are the name fields case sensitive?

No.

How can I find my Member ID?

It is the member ID listed on the member ID card provided to you by your health plan. If you do not have this card, or if the number entered resulted in an error, contact your health plan support team.

I have authenticated and authorized successfully but I don't see any data.

Contact the application developer via the support mechanism that they have provided on the

application. The application developer will try to resolve the issue and if they are

unable to, they will contact your health plan's IT vendor, 1upHealth to troubleshoot together until the issue is resolved. Your application developer will contact you once resolved.

I have authenticated and authorized successfully but I am missing data.

Contact the application developer via the support mechanism that they have provided on the application. The application developer will try to resolve the issue and if they are unable to, they will contact 1upHealth to troubleshoot together until the issue is resolved. Your application developer will contact you once resolved.

Where can I find a list of applications that have been approved by my health plan?

Here is a list of applications that have been evaluated and reviewed and deemed as qualified and secure applications.

I am a personal representative for another member (parent of a child, legal power of attorney, etc). How do I obtain access the member's data?

Contact the [WellSense Member Services Department](#) to find out what is required to obtain access to the dependent member's data.

Why Share Your Data? Benefits and Risks

There are a host of benefits to this new ability to access and share your data. Take a look at our App Gallery, for a sampling of the 3rd party applications that are being developed to help you leverage this information. Some apps allow you to aggregate your data from multiple health systems to create a complete record of your interactions with different doctors and hospitals, and even combine it with data you generate on your own from wearable devices like glucose meters, pedometers, or heart rate monitors. Some other common uses include: prescription drug management, chronic disease management, nutrition tracking, and care coordination. Data sharing empowers you to have greater ownership of and visibility into your health data, and has the potential to improve both your health and the quality of care you receive from the health care system.

As with any interaction over the internet, these tremendous benefits are not without some level of risk. Your health plan takes your privacy and the security of your health information as seriously as

Patient Access and Interoperability

Frequently asked questions



you do. That's why your data will never be shared without your express permission. Your health plan safeguards your data throughout the process of sharing it in several ways, including using challenge questions and multi-factor authentication to confirm you - and no one else - can access and your share your data. It is important to understand though, that once your data is shared with a 3rd party application, your health plan is no longer responsible for the security of that data. This is why it is important to read the privacy and security policies for any application you choose to share your data with, to ensure you understand how it is protected and used by that application.

How to Report Identity Theft and Fraud

If you believe an application that you've shared your data with is misusing that information in violation of their stated privacy policy, contact the Federal Trade Commission to investigate the matter by going to [ReportFraud.ftc.gov](https://www.ftc.gov/identitytheft) or calling 877-382-4357. If you believe the privacy of your health care data has been violated, contact the federal Department of Health and Human Services Office of Civil Rights at: www.hhs.gov/ocr/complaints.

If you have additional questions, please call the [WellSense Member Services Department](#).