

You can view your health information through an app. Learn how.

### **Accessing your health data**

CountyCare is committed to using data to improve your health and health care. Your plan has made it easier to access your health data. Having access to your data can help you make more informed decisions about your health care.

### **Why should I access my health data?**

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

By viewing your health information through an app, you can:

- Gain control over your health data
- Make it easy to share your health data 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 data?**

The process is like loading other apps to your device from an app store such as the Apple App Store, Microsoft Store, Google Play, or others.

#### To access your health data:

1. Find the app you want to use in the list of approved apps.
2. Download the app.
3. Follow the sign-up process.
4. Use the app's menus and prompts to connect the app to CountyCare.
5. Provide your consent to share your health data with the app.
6. **Verify** the process for contacting the app developers for any issues that may arise.

### **Is my health data private and secure?**

As with **any** digital transaction, there is some risk. CountyCare takes the security of your health data seriously. Your data will never be shared without your consent. CountyCare guards your data by using challenge questions and authentication codes. This helps confirm that only you can access and share your data. However, CountyCare is not responsible for the security of your data once it is shared with a 3rd party app. Always read the privacy and security policies for any

app you share your data with. This will help you know how your data will be used. Be sure to guard your devices from threats like theft, phishing, and hacking. Keep your device's security settings current. Only choose apps with clear privacy and security policies. **You can choose whether to access your health data via an app.** You can change your mind at any time.

### Why is my health plan allowing apps to connect to my health data?

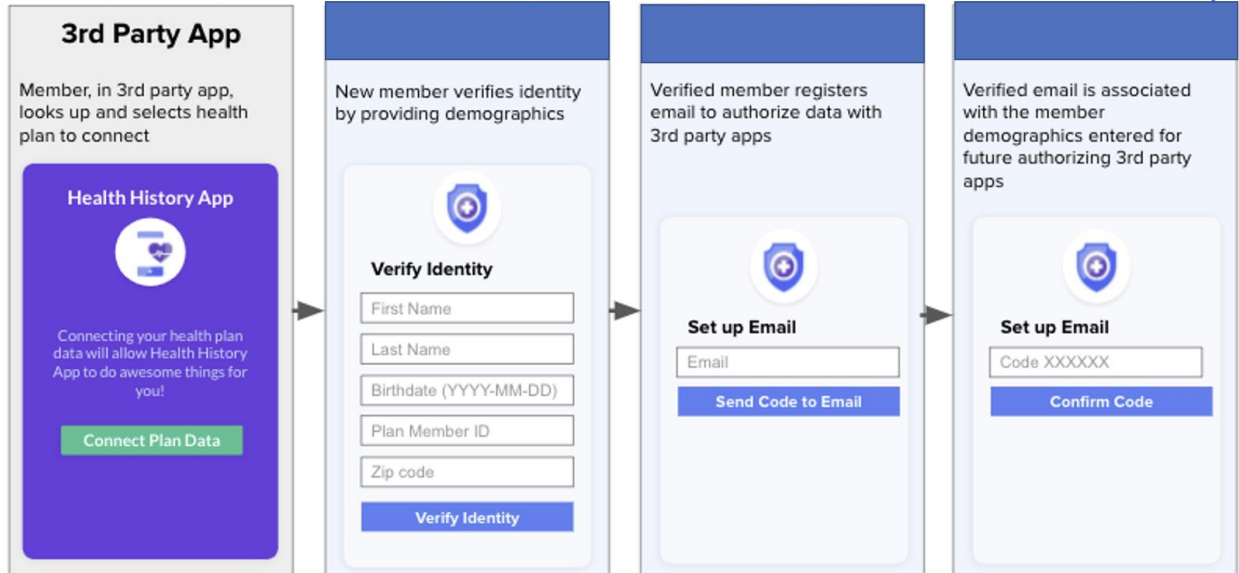
CountyCare cares about your health, and helping you manage your own health. This new way to help you access your data is a federal government requirement. The federal government, the healthcare industry, and CountyCare are working toward several goals:

- Patient Access - ensuring patients are well-informed about their own health and health care
- Interoperability - making it easier to share data between patients, doctors, caregivers, and other people and organizations working to improve your health

Some of these goals and rules are covered by a federal law, the 21st Century Cures Act. This law requires and allows CountyCare to make your health data easier for you to access.

### What is the sign-up process like?

The first time you choose to share your data with an app, you must set up an account. You will need your Name, Date of Birth, Plan Member ID, Zip Code, and a valid, unique email address. Your app will walk you through a process like this:



### Where can I get more information?

More detail can be found:

- On the [Health Plan Member Page](#)
- On our list of [Frequently Asked Questions](#)
- In the app store description of the app(s) you are considering using

## Frequently Asked Questions

### **Frequently Asked Questions**

#### How do I allow an app to see my health plan data?

To give access to your data to an app, you must create an account using your First Name, Last Name, Date of Birth, Member Plan ID, Zip code, and a unique email address.

#### Will I have to create a new account for each app I use?

No. Once you have allowed one app to see CountyCare data, you only have to sign in using your email address and security code to let another app to see your data.

#### What email is used to allow an app to see my health plan data?

You must use the email address that you first used to allow access to your data. A code will be sent to that email, and you will enter it into the app. If you do not recall your email address, please contact CountyCare health plan via phone at 312-864-8200.

#### Are the name fields case sensitive?

No.

#### How can I find my Member ID?

It is the member ID on the member ID card given to you by CountyCare. If you do not have this card, or if the number you gave caused an error, please contact CountyCare via phone at 312-864-8200.

#### I have signed up for an app but I don't see any data.

Contact the app developer via the information that they have provided in the app. The app developer will try to fix the issue. If they cannot fix it, they will contact 1upHealth to work together until the issue is fixed. The app developer will contact you once it is fixed.

#### I have signed up for an app but some data is missing.

Contact the app developer via the information that they have provided in the app. The app developer will try to fix the issue. If they cannot fix it, they will work with 1upHealth to until the issue is fixed. The app developer will contact you once it is fixed.

Some data considered “sensitive” may not be shared with the third-party app based on the preferences selected while creating an account.

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

The 1upHealth App Gallery contains a list of apps that have been deemed as qualified and secure.

#### I am a representative for another member (parent of a child, legal power of attorney, etc.).

#### How do I get access the member's data?

Contact CountyCare support team via phone at 312-864-8200. CountyCare will give you a list of what is needed to access the dependent member's data.

I would like to keep my data related to mental health, substance use, or reproductive health private. How can I keep this data from being shared?

During the sign-up process for a 3<sup>rd</sup> Party App, you will have the opportunity to select which data marked as “sensitive” to share. By leaving the box next to one of the listed data types unchecked, you can prevent it from being shared with the application.

Why am I being asked to select which “sensitive” data elements should be released to a 3<sup>rd</sup> Party App?

Some data, such as mental health, substance use, or reproductive health data is deemed “sensitive” by the state. As such, additional security steps be taken before they can be released. By leaving the box next to one of the listed data types unchecked, you can prevent it from being shared with the application.

A message stating that I am not able to share my data appeared. Why is that?

By law, children under 13 years of age cannot share their data without help from a parent or guardian. If you are over 13 years old and received this error message, please contact CountyCare via phone at 312-864-8200.

**CMS Patient Access API Mandate**

This section describes the CMS Patient Access API Mandate for Health Plan members, why it is a benefit to members, and outlines support channels for issues with sharing member data with third-party apps.

The 21st Century Cures Act and the CMS Patient Access API

In 2016, a bill called the 21st Century Cures Act was signed into law. Part of this act requires health plans to give members **access** and the **ability to share** their health data with third-party apps of their choice via an API. Health plans must comply with this rule by July 1st, 2021.

What does this mean for you and CountyCare?

CountyCare must now make your health data available to you. This data is shared using an API with a third-party app of your choice. CountyCare is using the 1upHealth platform to share your data. If you wish to share your health data with 3rd-party app (such as MyCharts, Apple Health, or FitBit), you will connect through 1upHealth. You will confirm your identity by answering a few questions. You will also need to use the email that is on file with CountyCare. CountyCare will share your health data with the 3rd-party app you have chosen once your identity is confirmed.

Why share your data? What are the risks?

There are many benefits to viewing and sharing your data. The 1upHealth App Gallery shows some of the apps being built to help you use this data. Some apps can show all of your visits with different doctors and hospitals. Some apps can use the data created from devices like

glucose meters or heart rate monitors. Some other uses include drug and disease management, nutrition, and care coordination. Data sharing gives you more power to see and use your health data. It also may help improve your health and the care you receive from CountyCare.

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CountyCare and 1upHealth are subject to healthcare privacy and data security laws. This includes HIPAA (the Health Insurance Portability and Accountability Act). Generally, third-party apps are not subject to HIPAA laws. These apps are consumer products governed by the Federal Trade Commission.

#### Reporting identity theft and fraud

If you think an app that you've shared your data with is breaking their stated privacy policy, alert the Federal Trade Commission by going to [ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov) or calling (877)-382-4357.

If you believe the privacy of your health care data has been violated, alert the Department of Health and Human Services Office of Civil Rights at [www.hhs.gov/ocr/complaints](https://www.hhs.gov/ocr/complaints).