Member Health Information Sharing

Your health information can help you and your health care team make better decisions. Learn how your information can be shared, why it matters, and how you can control it.

1. Provider Access: Sharing Information with Your Doctors

Provider Access allows your health care providers to securely view your health information. This can help them give you better care.

Benefits of Sharing Your Information

Sharing your health information may help you:

- **Get better care:** Your doctors can see more of your health history and avoid repeat tests.
- **Save time:** You may not need to repeat your medical history at every visit.
- **Lower costs:** Fewer repeat tests and services may help reduce health care costs.
- **Improve your care:** Your doctors can work together to focus on your health needs.

Your Right to Opt Out

You are **automatically opted in** to Provider Access. This means your health information can be shared with your health care providers. You do not need to take any action.

You can choose to stop this type of data sharing at any time by opting out through your health plan.

How to Opt In or Opt Out

1. Log in to your member portal.
2. Click the Provider Access opt-in link.
3. Read the information and click **Continue**.
4. Choose **Opt In** or **Opt Out**.
5. Click **Submit** to save your choice.

You will see a message confirming your selection.

2. Patient Access: Sharing Information With Health Apps

Patient Access lets you view and share your health information with health apps you choose.

Your health plan works with **1upHealth** to help you securely connect your health information to these apps.

How Does It Work?

A federal law called the **21st Century Cures Act** gives you more ways to access and share your health information.

Your health plan uses a secure system called an **API** to connect your health data to approved connections with apps you choose.

To share your information:

1. Choose a health app that supports this service.
2. Follow the app's steps to connect to your health plan.
3. Confirm your identity when asked.
4. Give permission to share your health information.
5. View your health information in the app.

Your information is shared with the app only after you give permission.

Benefits of Using Health Apps

Health apps may help you:

- Keep your health records in one place.
- Track medications and health conditions.
- Track exercise, nutrition, and health goals.
- Share information with your care team.
- Make better choices about your health.

Visit the 1upHealth Third-Party Applications page to learn more about apps that may connect to your health information.

Protecting Your Privacy

Your privacy matters. Your health plan uses security steps to protect your information when it is shared.

Before sharing your information with an app:

- Read the app's privacy policy.
- Learn how the app will use your information.
- Check how the app protects your data.
- Share your information only with apps you trust.

Important: Once your information is sent to an outside app, your health plan is no longer responsible for how that app protects or uses it.

How to Report a Privacy Concern

If you think an app is misusing your information, contact the **Federal Trade Commission (FTC)**:

- Website: ReportFraud.ftc.gov
- Phone: 877-382-4357

If you believe your health information privacy rights have been violated, contact the **U.S. Department of Health and Human Services (HHS)**:

- Website: hhs.gov/ocr/complaints

3. Payer-to-Payer: Sharing Information Between Health Plans

Payer-to-Payer data sharing allows your health information to move securely between health insurance plans.

This can help when you switch health plans or have more than one plan.

Your health plan works with **1upHealth** to support this process.

How Does It Work?

You decide if you want your health information shared between your health plans.

You are automatically opted out. This means your information is not shared through this service unless you give permission.

If you choose to opt in:

- Your new health plan can request up to five years of health information from your previous plan.
- Your health plans can use this information to help manage your care.
- If you have more than one health plan, your plans can share information at least every three months.

Only health plans involved in your coverage can take part in this data exchange.

Benefits of Sharing Your Information

Choosing to share your information may help you:

- Keep your health records together when changing plans.
- Avoid delays in care.
- Get faster treatment approvals.
- Help your health plans work together.
- Make it easier to manage your health care.

Your Privacy and Choices

Your health information is shared using secure technology.

You are in control:

- **Opt In:** Give permission for your health plans to share information.
- **Opt Out:** Choose not to share information through this service.
- **Change Your Choice:** You can opt out at any time.

Your information will only be shared through this service with health plans involved in your coverage.

Need Help?

If you have questions or need help opting in or out, contact your health plan's Member Services team.

Understanding Your Choices

Type of Sharing	What It Does	Your Starting Choice
Provider Access	Shares information with your health care providers	Opted In
Patient Access	Lets you share information with health apps	Your Permission Required
Payer-to-Payer	Shares information between your health plans	Opted Out

Remember: You have choices about how your health information is shared. Contact your health plan if you need help or have questions