PREMERA | BLUE CROSS BLUE SHIELD OF ALASKA

Get started using My Health Data

WHAT IS MY HEALTH DATA?

You are in control of your health data. Based on new federal guidelines, some members can opt to share health data with external apps and third parties, but only if you, the member, choose to give them access to that data. Currently, this ability to share your data is **only available for individual members in Alaska and Medicare Advantage members in Washington.**

Through **My Health Data**, you can allow certain apps you download to your mobile device to access to your health information. You get to decide if you want to allow this and use the services that the app provides, giving you more freedom and more choices on how to use your health data. Third-party apps cannot access your data unless you give them explicit permission. When you download an app to start using it to access your data, you will need to go through a consent process before the app can access your data.

Premera recommends only accessing your health data through your Premera account. Your Premera member account is secure and compliant with HIPAA and other federal privacy laws to make sure your data is safe. It's important to note that third-party apps are **not** required to comply with state or federal privacy laws, including HIPAA, and not all third-party apps will comply with basic privacy and security standards.

But, a third-party app might allow you more control over your data or different insights into your data than you get from your Premera account. So if you decide to take advantage of My Health Data and share your data with a third-party app, remember to **choose your app wisely. Once you choose to give a third-party app access to your data, Premera cannot guarantee your health data will remain secure and private.**

Interested in taking advantage of My Health Data? See how on the next page.

Premera Blue Cross Blue Shield of Alaska is an Independent Licensee of the Blue Cross Blue Shield Association
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HOW DO I USE MY HEALTH DATA TO ACCESS MY HEALTH INFORMATION?



Step one: Find and download a compatible app.

The first thing you need to do to take advantage of My Health Data is download a compatible app. Once apps become registered with Premera you can find the list of compatible apps at premera.com.



Step two: Sign in or create an account.

Follow the steps in the app to start the process to allow it to access your data. To access your data, you will need to sign in to your Premera online account. You will see the same sign in page you see when you go to **premera.com/ak/my-account**.

To sign in, you will also need to enter a one-time PIN you receive via email, phone call, or text message. You must have a current email or phone number on file to receive the PIN and complete your sign-in. If you need to update your contact information and you purchased your plan through the federal exchange, sign in to your HealthCare.gov account to update your contact information. If you purchased your plan directly from Premera, contact customer service at the number on the back of your ID card.

Having trouble signing in? Make sure you have an account. You need an existing account to grant the app access your data. Visit **premera.com/ak/my-account** and select “Click here to register” to create an account. You’ll need your ID number handy.

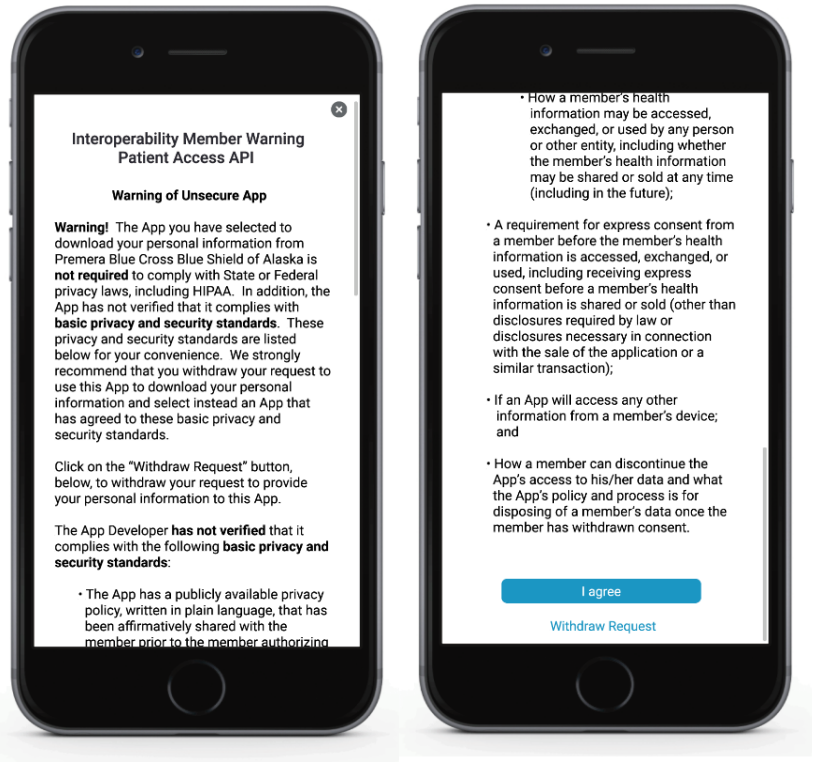


Step three: Read and consent.

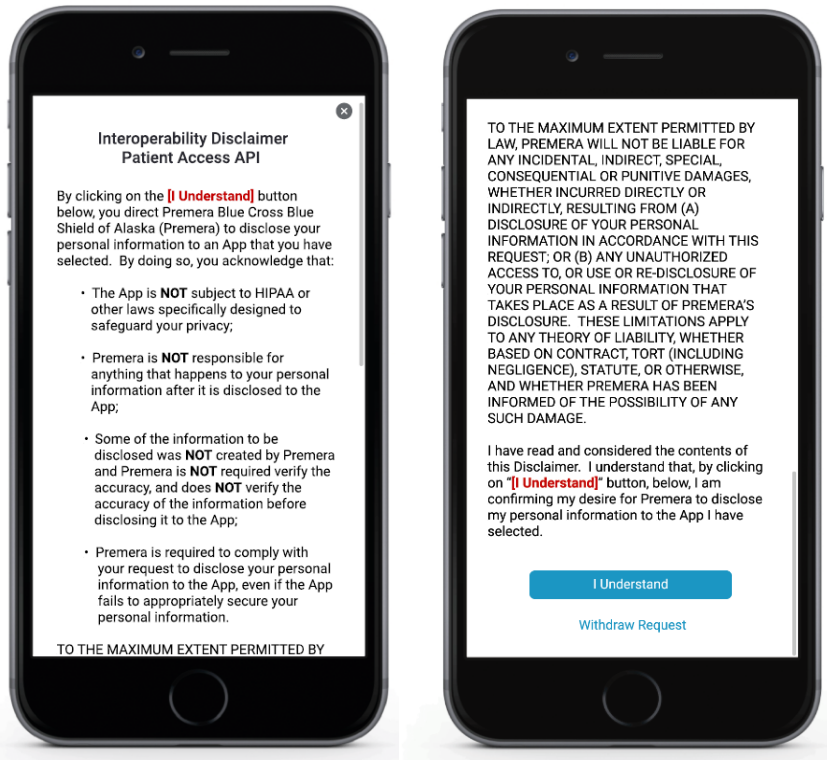
First, make sure to carefully read the app’s privacy policy. The app’s privacy policy describes how the app will use, share, and possibly sell information about you, so it’s important you review the policy to make sure you are comfortable with how the app can or will use your information.

If you’re sure you want this app to access your health information, you need to read and click through the consent process. The screenshots below show the process you will go through to give the app access to your data.

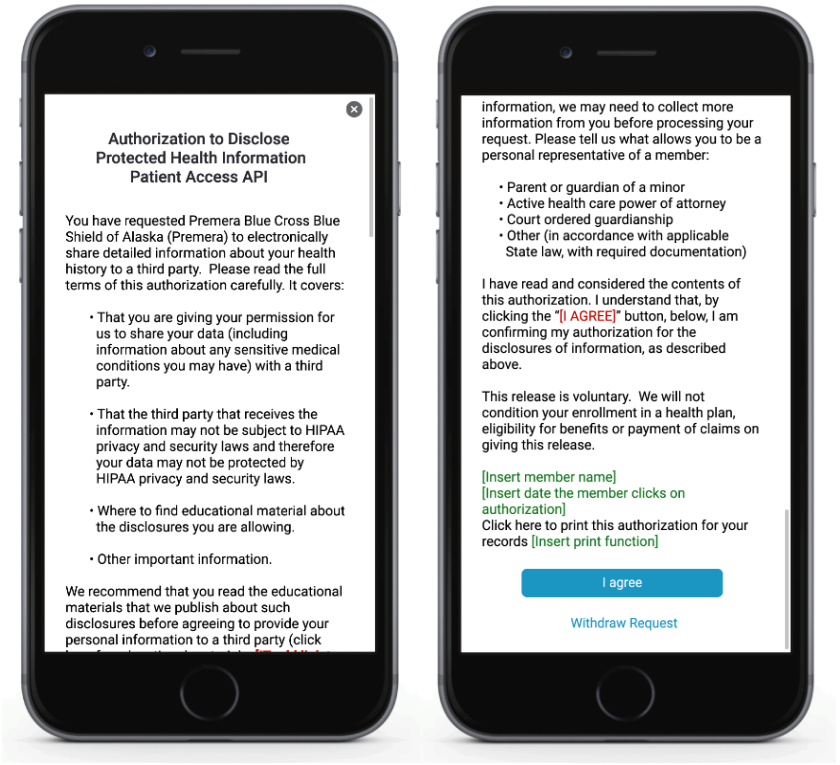
1. First, if you choose an app that has not agreed to comply with basic privacy and security standards, you will need to read and acknowledge this warning message. Premera **does not recommend** accessing an app that has not agreed to comply with these standards, but if you want to proceed with allowing the app access to your data, choose “I agree” at the end.



2. Next, read the disclaimer explaining that third-party apps are not subject to privacy laws, like HIPAA, and select “I Understand” at the end. This disclaimer will be the first step if the app you choose has agreed to comply with privacy standards.



3. Then, read through the authorization for Premera to share your health information with the app you have chosen, and select “I agree” at the end.



Step four: Start using the app.

Once you’re signed in and have gone through the consent process, the app should be able to access your data, and you can start using the features and insights the app may offer.

QUESTIONS?

Contact customer service at 800-809-9361 (TTY:711), Monday through Friday, 8 a.m. to 6 p.m. Pacific Time.

Get started using Payer-to-Payer Data Exchange

WHAT IS THE PAYER-TO-PAYER DATA EXCHANGE?

The Payer-to-Payer Data Exchange allows members to have their clinical records follow them from one health plan to another—but only if the member gives permission. This creates a more consistent patient experience between health plans. Currently, the ability to share this data is **only available for individual members in Alaska and Medicare Advantage members in Washington.**

Through the Payer-to-Payer Data Exchange, members can give permission for the following:

- Current Premera members can grant Premera access to health records from their previous health plan(s)
- Former Premera members can grant their new health plan access to health records from their Premera plan.

This sharing of health records helps Premera understand members' health history better, leading to improved access to support and programs that benefit members. Health records will never be used to determine health coverage or rates.

HOW DO I USE THE PAYER-TO-PAYER DATA EXCHANGE?

The steps for using the Payer-to-Payer Data Exchange depends on whether you are a current or former member.

For current Premera members:



Step one: Sign in to your online Premera account.

Sign in at **premera.com/ak/my-account.**

Having trouble signing in? Make sure you have an account. You need an existing account to grant the app access your data. Visit **premera.com/ak/my-account** and select "Click here to register" to create an account. You'll need your ID number handy.



Step two: Enter information about your other health plan.

After signing in to your online account:

- Select **My Health Data** from the page footer.
- Select **Payer-to-Payer Data Exchange**.
- Select your previous payer (health plan)



Step three: Provide consent to the Payer-to-Payer Data Transfer and follow prompts for Previous Payer web credentials. (Please note: Your previous payer may require additional consent or a HIPAA authorization before releasing your data to Premera.)

For former Premera members:



Step one: Log in to the New Payer Portal and navigate to the Payer-to-Payer Data Transfer request page.



Step two: Select your former Premera health plan.

Step three: Provide Premera web credentials and complete the HIPAA authorization.

- You'll be prompted for Premera web credentials.
- You'll be prompted to complete a HIPAA authorization.
- Once you complete and submit the HIPAA authorization, your payer-to-payer data exchange request will be completed.
- The health plan(s) you granted permission to share your health records will now have access to this information.

QUESTIONS?

For questions related to your Premera health data, contact customer service at 800-809-9361 (TTY:711), Monday through Friday, 8 a.m. to 6 p.m. Pacific Time. If you have questions related to your data with another health plan, please contact that health plan directly.