PREMERA | BLUE CROSS
An Independent Licensee of the Blue Cross Blue Shield Association

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 member portal. The Premera member portal 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 member portal. 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.

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 My Health Data-compatible app. You can find the list of compatible apps on premera.com. Choose the app you want to use to access your data and find and download it in the App Store or Google Play.



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/ma-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, 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/ma-account** and select "Click here to register" to create an account. You'll need your ID number handy.

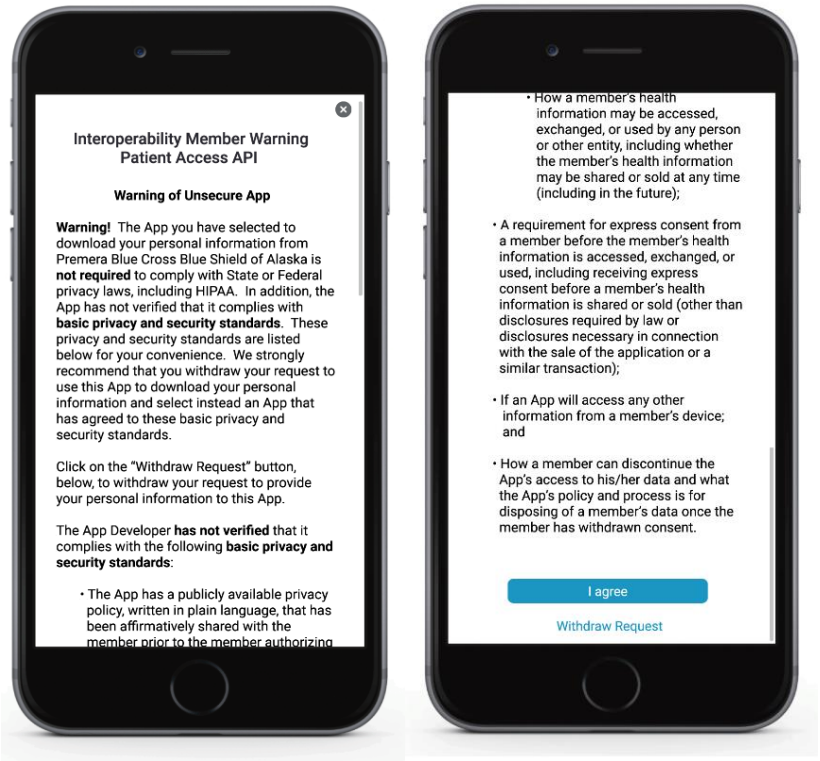


Step three: Read and consent

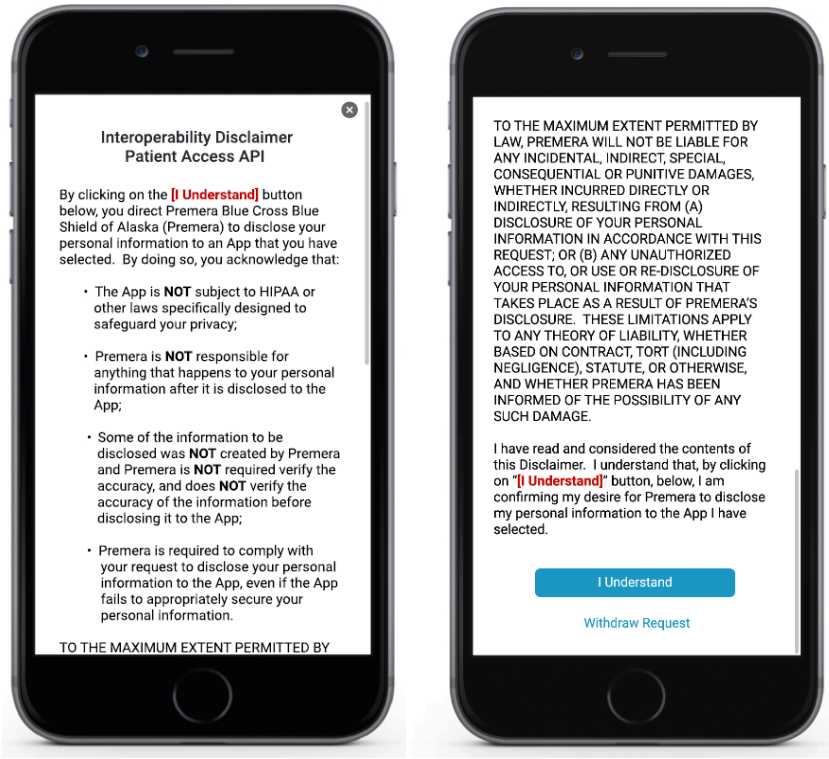
First, make sure to carefully read the app's privacy policy. The app's privacy policy describes how the app will use, share, and possibly sell information about you, so it's important you review the policy to make sure you are comfortable with how the app can or will use your information.

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.

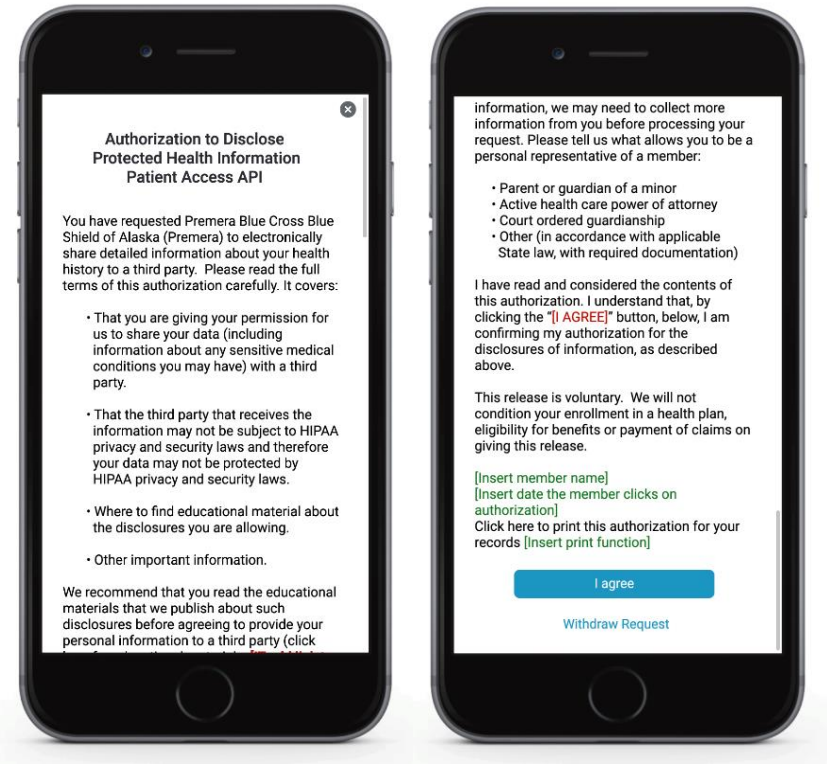
1. First, if you choose an app that has not agreed to comply with basic privacy and security standards, you will need to read and acknowledge this warning message. Premera **does not recommend** accessing an app that has not agreed to comply with these standards, but if you want to proceed with allowing 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 888-850-8526 (TTY:TDD: 711).
October 1 – March 31, 7 days a week, 8 a.m. to 8 p.m.
April 1 – September 30, Monday through Friday, 8 a.m. to 8 p.m.

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/ma-account**.

Having trouble signing in? Make sure you have an account. You need an existing account to grant the app access to your data. Visit **premera.com/ma-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 into 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:
888-850-8526 (TTY:TDD: 711).
October 1 – March 31, 7 days a week, 8 a.m. to 8 p.m.
April 1 – September 30, Monday through Friday, 8 a.m. to 8 p.m.

If you have questions related to your data with another health plan, please contact that health plan directly.

Notice of availability and nondiscrimination 888-850-8526 | TTY: 711

Call for free language assistance services and appropriate auxiliary aids and services.
Llame para obtener servicios gratuitos de asistencia lingüística, y ayudas y servicios auxiliares apropiados.
呼吁提供免费的语言援助服务和适当的辅助设备及服务。
呼籲提供免費的語言援助服務和適當的輔助設備及服務。
Gọi cho các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hỗ trợ và dịch vụ phụ trợ thích hợp.
무료 언어 지원 서비스와 적절한 보조 도구 및 서비스를 신청하십시오.
Звоните для получения бесплатных услуг по переводу и других вспомогательных средств и услуг.
Tumawag para sa mga libreng serbisyo ng tulong sa wika at angkop na mga karagdagang tulong at serbisyo.
Звертайтесь за безкоштовною мовною підтримкою та відповідними додатковими послугами.
សូមហៅទូរសព្ទទៅសេវាជំនួយភាសាដោយឥតគិតថ្លៃ ព្រមទាំងសេវាកម្ម និងជំនួយចាំបាច់ដែលសមរម្យផ្សេងៗ។
無料言語支援サービスと適切な補助器具及びサービスをお求めください。
ለነፃ የቋንቋ እርዳታ አገልግሎቶች እና ተገቢ ድጋፍ ሰጪ አጋዥ መሳሪያዎችን እና አገልግሎቶችን ለማግኘት በስልክ ቁጥር
Tajaajiloota deeggarsa afaan bilisaa fi gargaarsaa fi tajaajiloota barbaachisaa ta'an argachuuf bilbilaa.
ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਉਚਿਤ ਸਹਾਇਕ ਚੀਜ਼ਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਵਾਸਤੇ ਕਾਲ ਕਰੋ।
Fordern Sie kostenlose Sprachunterstützungsdienste und geeignete Hilfsmittel und Dienstleistungen an.
ໂທເພື່ອຮັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ຕ່ຣະ ການບໍລິການ ຕ່ຣະ ການຊ່ວຍເຫຼືອພິເສດທີ່ເໝາະສົມຕ່ຣະບບບໍ່ເສຍຄ່າ.
اتصل للحصول على خدمات المساعدة اللغوية المجانية والمساعدات والخدمات المناسبة.

Discrimination is against the law. Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes. Premera does not exclude people or treat them less favorably because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Premera provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, Premera Blue Cross Medicare Advantage Plans, PO Box 21481, Eagan, MN 55121, Phone: 888-850-8526, TTY: 711, Fax: 800-889-1076, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Premera Blue Cross is an HMO plan with a Medicare contract.
Enrollment in Premera Blue Cross depends on contract renewal.

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