

# Sharing personal health care data – Frequently Asked Questions (FAQs)

## **What is Interoperability in health care?**

Interoperability in health care intends to create the secure online exchange of health care information/data between health care providers, members, caregivers, health plans, researchers, and anyone else involved in the health care system. A Patient Access application programming interface (Patient Access API) is the tool that works behind the scenes that allows companies to communicate with each other.

## **Why was this tool put in place?**

To create an easy exchange of online data between patients, health plans, and others within the health care system. It allows you to securely access and share health care data when needed to make better health care decisions.

## **How is data shared?**

Based on your permission, Independence Blue Cross (Independence) will share your personal health information electronically with a third-party app or website using an application programming interface (API). If you decide to share your data, it is your choice which third-party app or website to use. You can stop sharing your data at any time, but the third-party app or website may keep your data, which was already shared with your permission. You should review the third-party company's privacy policy before sharing your data.

## **Why would a member want to use a third-party app or website?**

Just like learning styles, preferences for how to view information also vary. The Patient Access API allows you to shop for a third-party app or website that presents your consolidated personal health information in a way that you prefer.

## Sharing personal health care data – FAQs (continued)

### Does Independence sell my health information to third-party apps or websites?

No, Independence does not sell members' personal health information to third-party apps or websites.

### How long will the third-party app or website have access to my personal health information?

Every third-party app and website is different and has their own privacy policies. Please check the privacy policy of the third-party app or website to find out how long the third-party app or website will have access to your data.

### How will my personal health information remain secure?

Independence does not have oversight or control of the third-party app's or website's day-to-day practices. Independence cannot confirm if the third-party app or website is secure. Before you pick a third-party app, it is important to know what security measures the third-party app or website uses to protect your data. This information can usually be found in the app's or website's privacy policy.

If you decide to access your personal health information through a third-party app or website, you should carefully review the privacy policy. Some security questions to consider when choosing a third-party app or website:

- How will this third-party app or website **use** my data? For what purposes?
- What security measures does this third-party app or website use to protect my data?

To learn more, please read the Educational Materials – details about sharing your data located at [ibxmedicare.com/datasharing](https://ibxmedicare.com/datasharing).

## Sharing personal health care data – FAQs (continued)

### Whom should I contact with questions?

Please contact our Member Help Team at the number on the back of your member ID card.

Personal representatives (power of attorney or legal guardian) can contact our Member Help Team by calling 1-800-ASK-BLUE (1-800-275-2583) (TTY/TDD: 711) Monday through Friday from 8 a.m. to 6 p.m.

### Can a family member or friend manage this process for me?

A family member or friend can manage this process for you. This should be someone you trust with viewing and having access to your personal health information. This person is known as a personal representative (power of attorney or legal guardian). Your personal representative will need to complete and send back the following form and supporting documentation to authorize Independence to share your personal health information with this person.

- [Personal Representative Request Form](#)
  - Mail to:  
Member Correspondence  
P.O. Box 41890  
Philadelphia, PA 19101-1890
  - Fax to:  
215-241-2042 or 1-888-457-3013 (Toll-free)

Once the *Personal Representative Request Form* is filed, your personal representative should contact our Member Help Team at 1-800-ASK-BLUE (1-800-275-2583) (TTY/TDD:711) to create a personal representative portal account for data sharing. Your personal representative will need to set up a username and password to authorize Independence to share your personal health information with a third-party app or website. Once filed, the form does not expire, unless it is revoked in writing by the member, a court order, or an applicable law.

## Sharing personal health care data – FAQs (continued)

### How can I remove/revoke a personal representative (power of attorney or legal guardian)?

The request to revoke has to be submitted in writing. The request can be submitted to Member Correspondence at the following:

- Mail to:  
Member Correspondence  
P.O. Box 41890  
Philadelphia, PA 19101-1890
- Fax to:  
215-241-2042 or 1-888-457-3013 (Toll-free)

Your personal health information will continue to be shared with the third-party app or website until this request is processed. You will be sent a letter confirming that your personal representative has been revoked.

### If I have Medicare Supplement insurance, also known as Medigap coverage, am I eligible?

Under the requirements of the CMS ONC Interoperability and Patient Access API Rule, Independence is required to provide access to health care data only for current Keystone HMO CHIP and Medicare Advantage members. Currently, Medicare Supplement (Medigap) members do not have access to this data sharing.



[ibxmedicare.com](https://ibxmedicare.com)

Independence Blue Cross is an independent licensee of the Blue Cross and Blue Shield Association.

Independence Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-275-2583 (TTY/TDD: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-275-2583 (TTY/TDD: 711)。

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