

## ***Frequently Asked Questions***

### **Centers for Medicare & Medicaid Services Interoperability and Patient Access Final Rule**

**General questions:**

Question	Response
<p>What is the Centers for Medicare &amp; Medicaid Services Interoperability and Patient Access final rule and how does it impact me?</p>	<p>The Interoperability and Patient Access rule requires health care providers to maintain a secure patient access API, or application programming interface, which allows you to get the following information through a third-party app of your choice:</p> <ul style="list-style-type: none"> <li>• Claims information</li> <li>• Lab and clinical data</li> <li>• Directories for pharmacy and provider**</li> <li>• Drug benefit data**</li> </ul> <p>**Medicare Advantage plans only</p>
<p>Who is eligible?</p>	<ul style="list-style-type: none"> <li>• Blue Cross Blue Shield of Michigan and Blue Care Network Medicare Advantage and Qualified Health Plan members are eligible.</li> <li>• The state of Michigan is implementing this program for Medicaid (Healthy Kids Dental).</li> <li>• AmeriHealth is administering this program for the remaining Medicaid and Children’s Health Insurance Program, or CHIP, plans.</li> </ul>
<p>How do I enroll?</p>	<ul style="list-style-type: none"> <li>• You’ll need an active Blue Cross member portal login.</li> <li>• You’ll need to download a third-party app that supports Blue Cross.</li> <li>• Before data can be shared, you will be asked to authorize the disclosure of data to be shared with the third-party app.</li> </ul>

What about HIPAA verification?	<ul style="list-style-type: none"> <li>You'll need to complete the HIPAA authorization form so Blue Cross can share data with any third-party app developer. HIPAA, or Health Information Portability and Accountability Act of 1996, is the federal law restricting the release of medical information.</li> <li>Blue Cross isn't responsible for any actions taken by a third-party app.</li> </ul>
Will third-party apps have to comply with HIPAA?	<ul style="list-style-type: none"> <li>No. Once the data leaves Blue Cross, it's no longer subject to HIPAA or Blue Cross' privacy and security standards.</li> <li>Before choosing an app, you should check with the app's privacy and security standards.</li> </ul>
What if I want to change my third-party app?	You will need to re-authenticate through the new application and re-authorize Blue Cross to disclose the data to the newly selected third-party app.
What if I don't see Blue Cross on my app?	<ul style="list-style-type: none"> <li>You may have selected a third-party app that isn't registered with Blue Cross.</li> <li>Contact the third-party app to confirm its affiliation with Blue Cross.</li> </ul>
Can I opt out of this data sharing program at any time?	Yes. You can opt out at any time. You'll need to contact the third-party app to rescind the sharing of your data.
What is the time period for available data?	Any claims you have with us since 1/1/2016 will be available.

### Privacy and security

Question	Response
Why are you moving my information to this third-party app?	Blue Cross isn't moving any information to a third-party app. You must give authorization to any application you choose to share your data.
How secure is my information?	<ul style="list-style-type: none"> <li>Before choosing an application, review the <a href="#">Member Educational Materials</a> at <a href="http://bcbsm.com">bcbsm.com</a></li> </ul>
How do I know my health information data is safe with a	<ul style="list-style-type: none"> <li>You must read the third-party app's privacy policy before you register. Its safety protocols determine the security and safety of your data.</li> </ul>

third-party?	<ul style="list-style-type: none"> <li>Blue Cross isn't responsible.</li> </ul>
What do I do if there is a data breach?	<p>You should contact the third-party app.</p> <p><b>Important</b> The app doesn't have to follow HIPAA privacy guidelines. Blue Cross isn't responsible for any actions taken by the app.</p>
Who can see my data?	<p>Check the security and privacy policy of your app to make sure your data isn't being shared with another entity.</p> <p><b>Important</b> The app doesn't have to follow HIPAA privacy guidelines. Blue Cross isn't responsible for any actions taken by the app.</p>
What steps do I need to take to stop a third-party from sharing my information? I didn't authorize them to share my personal health information with anyone	<p>Follow these steps:</p> <ol style="list-style-type: none"> <li>Contact the third-party app.</li> <li>See the Member Educational Materials at <a href="http://bcbsm.com">bcbsm.com</a> for instructions on filing a complaint.</li> </ol>
I didn't authorize Blue Cross to release my personal health information to a third-party app. How do I rescind my data from this third-party app?	<p>You can file a privacy complaint with Blue Cross Customer Service by calling the telephone number on the back of your member ID card.</p>
How do I rescind my authorization to share information with a third-party app?	<p>Contact the third-party app to deactivate and rescind the sharing of your data.</p>

### Data troubleshooting

Question	Response
I lost access to the member portal. Can you help me?	You can reset your member portal access or contact the Blue Cross Customer Service if you need additional help.
Who do I contact to correct my health information?	Call Blue Cross Customer Service at the phone number on the back of your member ID card to correct any health information inaccuracies.

Who do I contact about claims?	Call Blue Cross Customer Service at the phone number on the back of your member ID card for claims information.
Can I still link my Blue Cross data to my app if I am no longer a member?	<ul style="list-style-type: none"> <li>• Yes. You can link your data as long as your member portal account is active.</li> <li>• Currently, the member portal account remains active for two years after you leave Blue Cross.</li> <li>• You can also ask Blue Cross to send your data to your new health plan organization.</li> </ul>
Why did my claim status change?	There is a chance that the adjudicated and denied claim could change from the time it's received and first processed, then finalized on the check run. As a result, claims status may change after the claim is finalized and paid.