

Interoperability Member FAQs

What is Interoperability and what does it mean for you?

As defined by the Centers for Medicare and Medicaid Services (CMS), interoperability aims to provide individuals with the ability to access their health-related data precisely when it's needed and in a manner that suits their preferences. CMS is actively implementing this concept across various programs under its purview, including Medicare Advantage, through a novel regulation designed to enhance patient access to health plan information and promote its seamless interchange.

For an Imperial Health Plan member, this implies having the opportunity to retrieve your health information in a manner that is best for you. Whether that is through the Imperial Health Plan Member Portal or via a separate application, the choice is yours.

In simple terms, this regulation mandates that health plans empower patients by allowing them to use independent third-party applications (apps) on both computers and mobile devices. With your consent, you can access your health information stored within the Imperial Health Plan.

Interested in delving deeper into this subject? You can find answers to frequently asked questions in the section below.

Disclaimer: Imperial Health Plan does not necessarily maintain your complete medical record. We strive to keep your information up to date, but all data is subject to change. For further information, please contact your Primary Care Provider.

Choosing a Third-Party Application

Can I use a third-party app that does not appear on the Imperial Health Plan Member Portal?

You may utilize any application, but for Imperial Health to share data with an application, they must register via our Developer Portal. After they are approved, only then will we share your data with these third-party applications.

How do I give third-party applications access to my information?

You must first sign up for the Imperial Health Plan Member Portal. Once you have done so, on the left-hand side, select the tab that says "3rd Party Apps". Here you will see the list of approved applications you can share your data with.

Are there any privacy and/or security risks associated with using third-party applications?

After your health information has been shared to the third-party application, it no longer remains safeguarded by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Imperial Health Plan has no affiliation with, control over, or endorsement of any third-party applications. Additionally, Imperial Health Plan does not assess the privacy and security practices of these applications.

Third-party applications are subject to the regulations of the Federal Trade Commission (FTC) Act. If you suspect that a third-party application has utilized your health information without proper authorization, you have the option to submit a complaint through the FTC website [here](#).

Protecting Your Health Data

What to consider before giving a third-party application access to my data?

In a world that is revolving around data every day, it is important to consider risks when sharing your private health data. It is highly advisable to search for a user-friendly privacy policy that offers a clear explanation of how the third-party application intends to utilize your data. If a third-party does not provide an easy-to-read policy, it is recommended not to use it.

It's important to find these questions in the privacy policy:

- What type of health data does the app store?
- Will they gather non-health-related data?
- Will my data be stored in a de-identified or anonymized format?
- Do they intend to share my data with other parties?
- Is there any intention to sell my data for purposes like advertising or research?
- If data sharing occurs, with whom will it be shared and for what purpose?
- How can I control and limit the use and disclosure of my data?
- What security protocols do they implement to protect my data?
- How can I access my data and correct any inaccuracies in the information they retrieve?
- Is there a procedure for handling and addressing user complaints?
- If I decide to discontinue using the app or revoke their access to my health information, what's the process for terminating data access?
- What guidelines are in place for deleting my data after I terminate access? Is deleting the app from my device sufficient, or is there more to it?
- How do they notify users about changes or updates to their privacy policies?

What to do when I no longer want to share my data with third-party applications?

Once you have shared your data with a third-party application, you will always be able to revoke your account and data access. Please check the application's privacy policy on how to revoke your data access.

What to do when you suspect your data has breached or mishandled?

If you suspect your data has been breached or mishandled, immediately reach out to our Member Services. Please note, we may ask you for additional information such as where it was encountered and what steps you took to conclude your data was breached or mishandled.

Additionally, you may file a complaint with our Compliance department that oversees Fraud, Waste and Abuse here: <https://imperialhealthplan.com/california/kings/members/compliance/>

To file a complaint with OCR under HIPAA, please visit: <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>

To file a complaint with OCCUR using the OCR complaint portal, please visit: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

To file a complaint with the FTC using the FTC complaint assistant, please visit: <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>

What rights do patients possess within the framework of the Health Insurance Portability and Accountability Act (HIPAA)?

The enforcement of the HIPAA Privacy, Security, and Breach Notification Rules, along with the Patient Safety Act and Rule, falls within the scope of the HHS Office for Civil Rights (OCR) under the U.S. Department of Health and Human Services (HHS). For additional details regarding the rights granted to patients under HIPAA and the entities bound by HIPAA regulations, you can access further information at this link: [HIPAA Guidance Materials for Consumers](#).

Additionally, you may want to review the HIPAA FAQs for individuals [here](#).