

***Frequently Asked Questions***  
**Centers for Medicare & Medicaid Services**  
**Wellmark Advantage Health Plan**  
**Interoperability and Patient Access Final Rule**

Overview, Background, and General Questions	
Question	Answer
What is the Centers for Medicare & Medicaid Services Interoperability and Patient Access final rule and how does it impact me?	<p>The Interoperability and Patient Access rule requires health care insurers to maintain a secure patient access API, or application programming interface, which allows you to get the following information through a third-party app (e.g., on the Apple App Store) of your choice:</p> <ul style="list-style-type: none"> <li>• Your claims information</li> <li>• Your lab and clinical data</li> <li>• Directories for pharmacy and provider</li> <li>• Drug benefit data</li> </ul> <p>In 2022, you will also be able to request claims and clinical information from your past Medicare Advantage insurer (history from 1/1/2017) if you transfer plans.</p>
Who is eligible?	All Wellmark Advantage Health Plan Medicare Advantage members are eligible.
How do I enroll?	<ul style="list-style-type: none"> <li>• You'll need an active member portal login.</li> <li>• You'll need to download a third-party app that supports Wellmark Advantage Health Plan.</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>
How is this different from the claims/data I have on the member portal?	<p>This new capability will not impact the data that you are able to view currently through our member portal.</p> <p>The major difference is now you have the ability to opt in to share your information with third party applications that previously did not have access to your health information. Third party apps will be given access only after you provide express consent and permission.</p>
Will third-party apps have to comply with HIPAA?	<ul style="list-style-type: none"> <li>• No. Once the data leaves Wellmark Advantage Health Plan, it's no longer subject to HIPAA or Wellmark Advantage Health Plan privacy and security standards.</li> <li>• Before choosing an app, you should check with the app's privacy and security standards.</li> </ul>

<p>What if I want to change my third-party app?</p>	<p>If you no longer wish for a third-party application to have access to your data, you should first disable connectivity to your original app, which can be done via the third-party application directly or by calling your health plan customer service number directly.</p> <p>If you wish to share data through a new application (or a previously disconnected one), you will need to re-authenticate through the new application and re-authorize Wellmark Advantage Health Plan to disclose the data to the newly selected third-party app.</p>
<p>What if I don't see Wellmark Advantage Health Plan on my app?</p>	<ul style="list-style-type: none"> <li>You may have selected a third-party app that isn't registered with Wellmark Advantage Health Plan.</li> <li>Contact the third-party app to confirm its affiliation with Wellmark Advantage Health Plan</li> </ul>
<p>Can I opt out of this data sharing program at any time?</p>	<p>Yes. You can opt out of sharing access to your data with third party applications at any time. This can be managed via the 3rd party application itself or calling your health plan customer service number directly.</p> <p>If you would also like to request that the third-party application delete your data they have collected to date on their systems, you'll need to contact the third-party app to rescind the sharing of your data in accordance with their individual privacy policy.</p> <p>After you opt out of sharing data, you can change your mind and re-authorize the application to access your data again. This can be done by accessing the application and re-entering your health plan login credentials.</p>
<p>What is the time period of available data?</p>	<p>Any claims or clinical/lab data with a service date within the last five years will be available.</p>

<b>Privacy &amp; Security</b>	
<b>Question</b>	<b>Answer</b>
<p>Why are you moving my information to this third-party app?</p>	<p>Wellmark Advantage Health Plan isn't moving any information to a third-party app. Wellmark Advantage Health Plan will be sharing your data once you provide authorization to any application you choose to share your data with.</p>
<p>How secure is my information?</p>	<p>Before choosing an application, review the Member Educational Materials at <a href="https://www.wellmark.com/medicare/advantage/patient-access-api">wellmark.com/medicare/advantage/patient-access-api</a>.</p> <p><b>Note:</b> Once information is shared with your selected third party application with your explicit consent, your data will no longer be protected under HIPAA. Please review the application's privacy and</p>

	security policies on how they will manage your data before providing consent.
How do I know my health information data is safe with a third-party?	<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> <li>CMS (Center for Medicare and Medicaid Services) has mandated that data must be shared with any third-party app that a member explicitly authorizes to receive the data. Your health plan is not responsible for the security of the data within the app, nor will we share information without your permission.</li> </ul>
What do I do if there is a data breach?	<ul style="list-style-type: none"> <li>You should contact the third-party app.</li> <li><b>Important:</b> The app doesn’t have to follow HIPAA privacy guidelines. Wellmark Advantage Health Plan isn’t responsible for any actions taken by the app.</li> </ul>
Who can see my data?	<ul style="list-style-type: none"> <li>We will only share your data with a third-party application after you explicitly provide consent and authorization.</li> <li>However, the third-party application may potentially share your data with other organizations as well. We recommend that members thoroughly review the security and privacy policy of the application to understand their terms around sharing data with other organizations.</li> <li>If you have designated a Personal Representative, they will also be able to share your data with a third-party application on your behalf.</li> <li><b>Important:</b> The third-party app doesn’t have to follow HIPAA privacy guidelines. Wellmark Advantage Health Plan isn’t responsible for any actions taken by the app.”</li> </ul>
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://wellmark.com/medicare/advantage/patient-access-api">wellmark.com/medicare/advantage/patient-access-api</a> for instructions on filing a complaint</li> </ol> <p><b>Note:</b> You are able to stop Wellmark Advantage Health Plan from sharing your information to the application by rescinding consent. However, information that’s already been provided to third party applications will remain unless removed by the application directly.</p>
I didn’t authorize Wellmark Advantage Health Plan to release my personal health information to a third-party app. How do I rescind my data from this third-party app?	You can file a privacy complaint with Wellmark Advantage Health Plan Customer Service by calling the telephone number on the back of your member ID card.

<p>How do I rescind my authorization for <b>Wellmark Advantage Health Plan</b> to share information with a third- party app?</p>	<p>Members are able to manage consent by utilizing the 3rd party application itself or by calling the health plan customer service number directly.</p> <p>However, 3rd party applications may continue to store your data after we remove access. If you would also like to request that the third-party application delete your data they have collected to date on their systems, you'll need to contact the third-party app to rescind the sharing of your data in accordance with their individual privacy policy.</p>
<p>How do I delete my data from 3rd party applications that I've previously used and given access to?</p>	<p>Contact the third-party app to deactivate and rescind the sharing of your data.</p>

**Data & Troubleshooting**

<b>Question</b>	<b>Answer</b>
<p>Who do I contact to correct my health information?</p>	<p>For issues with the third-party app, contact the administrator for the app you are using – go to the app, or the app's website to find contact information.</p>
<p>Who do I contact about claims?</p>	<ul style="list-style-type: none"> <li>• Call Wellmark Advantage Health Plan Customer Service at the phone number on the back of your member ID card for claims information.</li> </ul>
<p>Can I still link my Wellmark Advantage Health Plan Dakota data to my app if I am no longer a member?</p>	<ul style="list-style-type: none"> <li>• Yes. You can link your data as long as your member portal account is active.</li> <li>• You will have access for up to 2 to 3 years after you leave Wellmark Advantage Health Plan.</li> <li>• You can also ask Wellmark Advantage Health Plan to send your data to your new health plan organization.</li> </ul>
<p>Why did my claim status change?</p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p>How often is my data updated or refreshed?</p>	<p>Our goal is to have your data provided through the APIs to the third-party applications on the following basis:</p> <ul style="list-style-type: none"> <li>• Your claims information - 1 day after adjudication decision</li> </ul> <p>Once data is shared with the third-party application, it may take some additional time to populate within the application depending on the refresh cycles of the third-party application.</p> <p>If you believe your data has been delayed by Wellmark Advantage Health Plan, please Customer Service by calling the telephone number on the back of your member ID card.</p>

<p>Why is my recent visit not visible under clinical data?</p>	<p>Depending on the timing of your visit this information may not have yet been processed in our system. Once we receive the claims information from your provider, we will begin the adjudication process and have the data move through our systems with the goal of showing the information to you within 1 business day after adjudication is complete.</p> <p>Please note that not all claims information will be made available, Wellmark Advantage Health Plan may not have access to all hospital, clinical, and/or lab data due to connectivity reasons. If specific medical data is required from a provider, please reach out to the provider directly.</p>
<p>How can I transfer my prior plan information?</p>	<p>In the future starting 1/1/2022 you will be able to reach out to your prior plan and request that they share the information with Wellmark Advantage Health Plan via the Payer-to-Payer exchange.</p>
<p>What information gets transferred from my prior plans?</p>	<p>In the future starting in 2022, Payers will be required to send and receive clinical data as their members move between health plans.</p> <p>When a member switches to a new health plan, they may send a request to their old plan to share up to five years of historical clinical data to be transferred to their new plan. Wellmark Advantage Health Plan expects to have this capability implemented in 2022.</p>
<p>This application is showing me specific recommendations and data. Why are they showing me this information?</p>	<p>Some third-party applications may provide additional insights or recommendations based on your data. Wellmark Advantage Health Plan is not providing this additional information and does not have access to any additional recommendations or data that the application may be sharing with you.</p> <p>Please contact the third-party app for any questions regarding recommendations or insights based on the data.</p>