



MY HEALTH RECORD — FREQUENTLY ASKED QUESTIONS (FAQ)

My Health Record is an online tool you can use to organize and update your personal health information. Start using My Health Record by registering or logging in to Member Online Services at www.empireblue.com.

We hope these FAQs will answer any additional questions you might have.

Q. What makes My Health Record so valuable?

A. This online tool can help you to maintain and track your personal health information and keep it organized in one secure location. If you see multiple doctors, it's a great way to consolidate your medical information. It also gives your doctors a more comprehensive health history to help with the planning of your care, including eliminating duplicate services and avoiding the potential for adverse drug reactions.

Q. How do I fill My Health Record with my information?

A. If you grant us permission, Empire can automatically update your health record with medical/hospital/pharmacy claims data as well as laboratory data and test results. You may also personally record past health history by using the "Record Your Health" function.

Q. Can doctors and hospitals see My Health Record?

A. Yes, but only if you grant them permission. The doctor or hospital must also be registered on www.empireblue.com and you can remove the authorization at any time.

Q. What if there are certain things I don't want my doctor to see?

A. You get full control over what a doctor or hospital can view. My Health Record has a "sensitive diagnosis" category. Doctors and hospital staff will not see those.

Q. Can I communicate with my physician through My Health Record?

A. Coming soon! If you have granted permission to your physician to access My Health Record, you will be able to send that authorized physician a message or question about topics such as procedures, tests, conditions, etc. Your physician will also be able to add notations to this record to create a health record that is even more detailed and helpful. These new features will be available in December, 2006.

Q. Can someone who no longer has Empire health coverage still access My Health Record?

A. If you plan on changing health carriers, save a PDF of My Health Record onto a disk or your computer. That way you might keep a hard copy of your record to print out as needed.

Q. Does my employer have access to My Health Record?

A. Never. It's private and secure. No one can view it without your consent.

Q. Does My Health Record include behavioral (mental) health, vision or dental data?

A. Behavioral health falls under the "sensitive diagnosis" category, so mental health conditions won't appear in the record. Routine vision and dental data are not included, but any medical claims we receive, such as eye surgery or removal of a tooth, would appear if you grant Empire permission to include data.

Q. Can parents create health records for their covered dependent children?

A. Parents can manually create a health record for their dependents by inputting details such as vaccinations, allergies, medications, and other information. Due to privacy concerns, neither a parent nor his or her dependents under the age of 18 can have the online record automatically populated from claims.

Q. What format is my record saved in?

A. My Health Record is in PDF format which you can print out or save to a disk or CD.

MY HEALTH RECORD ONLINE DEMONSTRATION

For an in-depth demonstration of My Health Record go to the members area in www.empireblue.com and under "Communications" click on Demos and then My Health Record.