

# MY HEALTH RECORD — FREQUENTLY ASKED QUESTIONS



You probably know that My Health Record is an online tool Empire members can use to organize and update their personal health information. We hope the FAQs below will help you answer any questions your employees may ask.

## Q. Is My Health Record available to all Empire members?

A. Approximately 3.5 million members of Empire medical plans have access to My Health Record. However, FEP, Child Health Plus and New York State drug plan members do not have access.

## Q. Can a member add past history to My Health Record?

A. Yes. Members can:

1. Go to [www.empireblue.com](http://www.empireblue.com) and log in to Member Online Services
2. Click on "My Health" at the top of the screen
3. Look under the category heading, "Record Your Health," on the left side of the screen and then click on "Health Record"

## Q. Can doctors and hospitals see members' health records?

A. Members may choose to grant doctors and hospitals in Empire's local service area access to their health records; it is not automatic. The doctor or facility must also be registered on [www.empireblue.com](http://www.empireblue.com). To grant access, members should follow these steps:

1. Go to [www.empireblue.com](http://www.empireblue.com) and log in to Member Online Services
2. Click on "Find a Doctor" to search for a doctor or hospital
3. Select a provider to grant access to My Health Record

Members can change or remove the authorization at any time.

## Q. What if there are certain things that a member doesn't want his/her doctor or hospital to see?

A. My Health Record has a "sensitive diagnosis" category. Doctors and hospital staff will not see members' sensitive diagnoses. In addition, My Health Record gives members full control over what an authorized doctor or hospital can view. At any time, members can access their record and hide the viewing. Members can also turn this feature on or off whenever they want.

## Q. Do employers have access to their employees' health records?

A. Never. My Health Record is private and secure. No one can view a member's health record, not even his/her doctor or hospital, without the member's consent.

## Q. How does the Health Insurance Portability and Accountability Act (HIPAA) relate to My Health Record?

A. Empire's Privacy and Security Department played an integral role in ensuring that the My Health Record development team followed all applicable HIPAA rules and implemented the appropriate audit trails.

## Q. Does My Health Record include behavioral health, vision or dental data?

A. Behavioral health falls under the category of sensitive diagnosis (see above), therefore specific diagnoses for behavioral health conditions will not appear on the record. Routine vision and dental data are not included, but any medical claims we receive, which can include eye surgery or removal of an impacted tooth, would appear because they are covered under the member's medical plan.

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

A. 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. Parents, however, can manually create a health record for their dependents by inputting details such as vaccinations, allergies, medications and other information. To create a manual record for a dependent child, the member should:

1. Go to [www.empireblue.com](http://www.empireblue.com) and log in to Member Online Services
2. Click on "My Health" at the top of the screen
3. Click on My Health Record, and on the My Health Record homepage, click on "Family Members" on the left-hand side of the screen

## Q. Can a member view the health records populated from claims of his or her covered dependents?

A. No. My Health Record is private. Only the dependent, if over the age of 18, can view his or her personal record. The only exception is if the dependent authorizes a doctor or hospital to have access.

## Q. Can someone who leaves his/her employer and no longer has Empire health coverage still access his/her online health record?

A. No. Only Empire members have access to My Health Record. If an employee plans to leave your group, encourage the employee to print and keep a copy of his/her record.

## Q. How can members save their records?

A. Members' health records are in PDF format. They can print or save their health records to a disk or CD.

For more information on My Health Record, visit [www.empireblue.com](http://www.empireblue.com).