

MY HEALTH RECORD — FREQUENTLY ASKED QUESTIONS

MyHealth Record is an online tool you can use for viewing patient health information. It can help you be better equipped to deliver care and treatment tailored to the individual needs of your patients. Start using MyHealth Record today by registering or logging into Physician Online Services at www.empireblue.com

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

Q. What is Empire's MyHealth Record?

A. MyHealth Record is the online tool available at www.empireblue.com that enables patients to maintain their medical histories, test results, prescription drug information and other health data all in one convenient location. And when they grant you access to their records, it keeps you up-to-date on critical information that can help avoid drug interactions and duplication of tests, and assists with care coordination when patients see multiple doctors. Once the member grants you access, you can view their records as often as you like and at your convenience, add information and make your own notations so that the record is even more detailed.

Another valuable feature is that you can use MyHealth Record as an interactive patient-doctor communication tool. Through a secure message center, you and your patients can discuss things in their records so you both have a clearer understanding of what is in the record or what the next steps may be after a particular treatment or test is performed.

Q. How do I get access?

A. In order for you to view a patient's online record, that individual needs to grant you permission. You must also be registered for Physician Online Services at www.empireblue.com. (Please note that the patient can remove the permission at any time.)

To grant you access to an online record, your patient needs to follow these simple directions:

- Go to www.empireblue.com and log into Member Online Services
- Click on MyHealth Settings
- Click on Authorize New Doctor or Facility
- Click on Local Doctor Search
- Perform a Provider Search

- Click on Authorize Access to Your Health Record
- Click Accept on the Authorized Access to MyHealth Record page

Q. What advantages are there for me when I use MyHealth Record?

A. There are so many advantages. For example, you can:

- Add information to a patient's record at the time of service so it's current right up to the very day the visit took place.
- Have quick and easy access 24/7 to a possibly more complete medical history than if you rely solely on your own record.
- Patients with non-urgent questions about medical items on their MyHealth Record can save time by getting the answers they need before their next office visit.
- View a single source of patient information that is secure and confidential.
- See current and past medical information in a simple, organized manner.
- Review prescriptions as well as self-reported over-the-counter medications that a patient includes on his/her own.
- Access detailed laboratory results 90 days after lab work is completed.
- Stay informed on other health-related matters that patients include.
- See past doctor/hospital appointments/tests/procedures a patient has undergone with other providers.
- View the convenient summary page to see the most recent data at a glance.
- Print out the summary page to file with your patient's personal office records.

Q. Where does the data in the record come from?

A. Empire's online health record provides data that comes from three sources. Physicians can add their own notations, patients can self-report information and Empire can add information based on historical claims data. The information that Empire adds lets Empire do some of the work for the patients but the patients must first grant Empire permission to populate their records with data currently on file.*

Q. Can a member add past history to MyHealth Record?

A. Yes.

Q. What does Empire do with the information entered by me and my patient?

A. Empire does nothing with the information. MyHealth Record is a tool, provided by Empire, to help facilitate communication between you, your patients and other providers.

Q. What if there are certain things that a patient doesn't want me to see?

A. MyHealth Record gives patients full control over what an authorized doctor can view. It has a "sensitive diagnosis" category so that certain information, like mental health conditions, won't automatically appear in the record. They can turn this feature on or off whenever they like.

Q. Does MyHealth Record include behavioral health, vision or dental data?

A. Behavioral health falls under the category of "sensitive diagnoses" (see above). Therefore, specific diagnoses for behavioral health conditions will not appear in the patient's online record. Routine vision and dental data are not included but any medical claims Empire receives, which can include eye surgery or removal of an impacted tooth, would appear because they are covered under the patient'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 their dependent's online records automatically populated by Empire from dependent claims. However, parents can manually create a health record for their dependents by inputting details such as vaccinations, allergies, medications and other information.

A parent can follow these directions in order to create a manual record for a dependent child:

1. Go to www.empireblue.com and log in to Member Online Services
2. Click on MyHealth at the top of the screen
3. Click on Health Record
4. Then from the MyHealth Record homepage, click on Family Members

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

A. Empire's Privacy and Security Department played an integral role in ensuring that the development team for MyHealth Record followed all applicable HIPAA rules and implemented the appropriate audit trails. Each individual health record is "owned" by the patient. This secure, confidential record can only be accessed by the patient and the physician to whom the patient grants access. In order for Empire to automatically populate the record with claims information, the patient must grant us permission to do so first.

Q. Do I have to use MyHealth Record even if a patient grants me access?

A. You can reject access to your patient's online record if the patient is no longer in your care or if you prefer not to handle online health records.

Q. What format is the patient's online record saved in?

A. MyHealth Record is in PDF format which can be printed out or saved to a disk or CD.

MyHealth Record Online Demonstration

For an in-depth demonstration of MyHealth Record, click on **Communications**, then **Demos**.

* The types of data supplied by Empire will vary depending on your patient's health plan and may not be complete. (For instance, claims may not have been received or posted by Empire).

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