

Frequently Asked Questions

Centers for Medicare & Medicaid Services Interoperability and Patient Access Final Rule

General Questions:

Question	Response
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 (CMS-9115-F) requires health care providers to maintain a secure patient access application programming interface (API), which allows you to get the following information through a third-party app of your choice:</p> <ul style="list-style-type: none"> • Claims information • Lab and clinical data • Directories for pharmacy and provider • Drug benefit data <p>The information available through the API includes information we collect about you while you have been enrolled in BCBSNE Medicare Advantage since January 1, 2017.</p>
Why is this Important	Having your medical information in one place helps you and your providers understand your health better so you can make better decisions and improve your health outcomes. This often reduces healthcare costs. This information will follow you to any provider or health plan in the future.
Who is eligible?	Blue Cross and Blue Shield of Nebraska Medicare Advantage members are eligible.
How do I enroll?	<ul style="list-style-type: none"> • You'll need an active BCBSNE member Interoperability portal login, or • You'll need to download a third-party app of your choice that is authorized by BCBSNE on your smartphone, tablet, or computer • Before data can be shared, you will be asked to authorize the disclosure of data to be shared with the third-party app.
What if I want to utilize more than one third-party app?	You will need to re-authenticate through the new third-party app and re-authorize BCBSNE to disclose the data to the newly selected third-party app.
What if I don't see BCBSNE on my app?	<ul style="list-style-type: none"> • You may have selected a third-party app that isn't registered with BCBSNE. • Contact the third-party app to confirm its affiliation with BCBSNE.

Can I opt out of this data sharing program at any time?	Yes. You can opt out at any time. This can be done via by contacting customer service or via your member portal account. You'll need to contact the third-party app to ensure any previous data that may have stored based on the initial consent is removed.
What is the time period of available data?	Any claims with a service date of January 1, 2016 or later will be available.

Third-Party App Privacy and Security

Question	Response
Keeping your Protected Health Information (PHI) Safe is Important to us	At BCBSNE, your privacy and security of your PHI is a top concern. The new rule allows you to look up your information using an app from a third-party application developer (a company with no connection to BCBSNE).
Why are you moving my information to this third-party app?	BCBSNE isn't moving any information to a third-party app. This is an authorization to allow a third-party app to access your information. Your information will only be shared with a third-party app if you authorize a mobile app or other third party to access your information by registering for an account.
I'm not comfortable using an app to get my healthcare information. Do I have to?	No, you do not have to use an app to access your healthcare information. You can continue to contact your provider or health plan for needed information.
Will third-party apps have to comply with HIPAA?	<ul style="list-style-type: none"> • No. Once the data leaves BCBSNE it is no longer subject to HIPAA or BCBSNE's privacy and security standards. Most apps instead fall under the jurisdiction of the Federal Trade Commission (FTC) and the protections provided by the FTC Act which protects against deceptive acts. • Before choosing a third-party app, you should check with the app's privacy and security standards to ensure you are comfortable with what the app will do with your information. • BCBSNE requests that app developers attest to having Privacy and Security policies in place. If the app developer does not complete the attestation, we will notify the member prior to releasing his/her information.
How secure is my information?	Before choosing a third-party app, we recommend that you request a Notice of Privacy Practices from the app provider to understand their security practices. The third-party app's protocols determine the privacy and security of your data.

What do I do if there is a data breach?	You should contact the third-party app directly. Important: The app doesn't have to follow HIPAA privacy or security guidelines. BCBSNE is not responsible for any actions taken by the third-party app.
Who can see my data?	Check the security and privacy policy of your selected third-party app to understand how data may be shared by the third-party app. Important: The third-party app doesn't have to follow HIPAA privacy or security guidelines. BCBSNE is not responsible for any actions taken by the third-party app.
How do I rescind my authorization to share information with a third-party app?	Contact the third-party app via the member portal to deactivate your account and rescind the sharing of your data.

Data troubleshooting

Question	Response
I lost access to the member portal. Can you help me?	You can reset your member portal access or contact BCBSNE Customer Service if you need additional help.
What if I have issues enrolling?	Most likely it is because we do not have a valid email address on file for you. Contact BCBSNE Customer Service for assistance.
Who do I contact to correct my health information?	Call BCBSNE Customer Service at the phone number on the back of your member ID card to correct any health information inaccuracies.
Who do I contact about claims?	Call BCBSNE Customer Service at the phone number on the back of your member ID card for claims information.
Can I still link my BCBSNE data to my app if I am no longer a member?	<ul style="list-style-type: none"> • Yes. You can link your data as long as your member portal account is active. • You can also ask BCBSNE to send your data to your new health plan organization.
Why did my claim status change?	There is a chance that the adjudicated and denied claim could change based on reprocessing of the claim. As a result, claims status may change after the claim is finalized and paid.