



Confidentiality, Privacy, and Security

- **CHS LiveWELL Confidentiality Clause**
- "Your privacy is very important to CHS LiveWELL. All personal health information provided on your HealthQuestionnaire and the LiveWELL Health Manager website is private and confidential. This information is not shared with CHS in its role as an employer in any identifiable form; it is only shared in an aggregated, summary form that does not identify any one individual. LiveWELL is a part of the CHS Group Health Plan and follows HIPAA."
- **Q: Is my personal health information safe with WebMD?**
- **A:** WebMD is an industry leader in the privacy and security of electronic health information and communications. The personal health information that you provide to WebMD is available only to you and those you authorize. For instance, you may wish to share your personal information with your doctor, emergency rooms or other health care providers.
- **Q: What information does WebMD share with CHS?**
- **A:** WebMD analyzes data and produces reports for CHS, but only using data collected from large populations of users. Such aggregate data cannot be used to identify any individuals. CHS uses aggregate data to better understand the needs of our organization and design appropriate health improvement programs, such as quarterly challenges, lunch and learns, and physical activity opportunities, to meet those needs. Health information that specifically identifies you is never shared with CHS in its role as an employer.
- **Q: Is my personal biometric data used by my insurance company to solicit higher health insurance premiums?**
- **A:** Biometric data (unique physical characteristics such as body weight, blood pressure, and blood glucose) is considered personal health information, is included in HIPAA guidelines, and will not be shared with anyone other than those to whom you provide consent. Neither MedCost, nor any insurance provider, has access to your biometric data.
- **Q: How can I be confident that the way CHS reports data will not negatively affect me or my coworkers?**
- **A:** As a healthcare system, CHS (including CHS LiveWELL) understands the importance of protected health information. The mission of CHS LiveWELL is to develop strategies and programs that will positively impact your health, and those of your coworkers. The aggregate health data that is provided to CHS LiveWELL helps to ensure that our programs are targeted to employees who can find benefit in our offerings. Participation in any CHS LiveWELL program is strictly voluntary – employees are not required to participate – and we strive to provide a valuable service to all teammates.
- **Q: Is my personal health care information that I provide to LiveWELL on the LiveWELL Health Manager web site confidential?**
- **A:** CHS LiveWELL is a part of the CHS Group Health Plan and follows HIPAA. All personal health information provided on your HealthQuestionnaire and the LiveWELL Health Manager web site is private and confidential, and kept on a third-party server owned by WebMD. This information is not provided to CHS in its capacity as an employer. Data may be pooled and collected and reported to CHS only on an aggregate basis, through the Dickson Advanced Analytics Group (DA²).
- **Q: How is WebMD recognized for its commitment to privacy?**
- **A:** WebMD has received e-Health accreditation and privacy seal awards from URAC, TRUSTe and HON.



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