

# Florida Statewide Medicaid Managed Care (FLSMMC) Website Privacy Policy

## Commitment to Privacy

The Florida Statewide Medicaid Managed Care (FLSMMC) website is operated by Automated Health Systems, Inc. (AHS). Protecting your privacy is very important to us, so we make this Privacy Policy available to inform you of what information may be collected through our websites using your computer or mobile device. This Privacy Policy applies only to information we collect through the following websites and does not apply to collection of information from other sources, such as in-person or over the telephone.

Please read this document carefully before you access and use the following websites or application:

- [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)
- [members.flmedicaidmanagedcare.com](http://members.flmedicaidmanagedcare.com)

## Information We Collect

In order to use some of our site's/application's features, you may be asked to provide some personal information. You are not required to provide any personal information through the site unless you choose to do so. However, if you decide to provide the information that assists us in delivering services online, you will be asked to verify some of your personal information that is considered PHI (Protected Health Information). As an example, the personal information we ask for may include the following and other items:

- First and Last Name
- Last 4 digits of your Social Security Number
- Date of Birth
- Email Address

## What is Protected Health Information (PHI)

Your Protected Health Information (PHI) is considered to be information that can be used to identify your past, present, or future health status. This information is created, collected, transmitted or maintained by a healthcare provider (or any HIPAA covered entity) to provide healthcare services. We may ask you for your PHI on the site or application to give us the ability to provide you with application services. AHS, on behalf of FLSMMC, does not collect any personal information about you through this site/application unless you provide that information voluntarily. For more information on HIPAA and your rights, go to [HHS.gov](http://HHS.gov).

## Your Rights Regarding Your Protected Health Information

When you are asked to provide your PHI at any time and for any reason, you have rights that are in place to protect you and that information. The collection of some information through this site and application and the disclosure of that information are subject to the provisions of the Health Insurance Portability and Accountability Act (HIPAA) (Public Law 104-191). Please go to [HHS.gov](http://HHS.gov) for more information on what your rights are. And remember, providing your personal information or PHI to AHS is voluntary. If you have any

question regarding your rights regarding our use of your personal information, please contact the AHS Privacy Officer at 9370 McKnight Rd, Suite 300, Pittsburgh, PA 15237.

### How We Protect Your Information

AHS maintains and follows privacy and security policies that protect the confidentiality of personal information obtained in the course of its regular business functions. These policies are intended to protect the confidentiality, prohibit the unlawful disclosure, and limit access to personal information (such as Social Security Numbers and Medicaid ID numbers). While AHS is dedicated to secure practices regarding your personal information and keeping that information protected, you should be aware that there are vulnerabilities inherent to the use computers and mobile devices that connect to the internet that are not in the control of AHS. Please be aware of these vulnerabilities and how you personally protect yourself when connecting to the internet.

Any AHS employee, that requires access to your data in support of the application process, is trained in the secure and responsible handling of such data. All employees who have access to this information follow appropriate procedures in handling personal information.

### Other Types of Information We Collect

AHS also collects various non-personally identifiable information (non-PII) when you use visit our sites using your selected browser. This information can include (but not limited to) browser type, language preference, the site you are linking from, and time-date and duration of your visit to the site. This information is strictly used to help us analyze our visitors use of the site and to assist us in improving the site users experience. AHS uses tools such as Google Analytics, Twilio, and Microsoft Azure to perform this analysis.

### How We Use and Share the Information Collected

If you choose to create an account on [members.flmedicaidmanagedcare.com](https://members.flmedicaidmanagedcare.com), you will be asked to provide an email and/or a phone number, and a username so that we can identify you. Once an account is established, we will ask for additional personnel information to facilitate the application process. This information is collected only to provide you services on behalf of FLSMMC. AHS, in any event, does not share your personal information with other third parties. The exceptions to our sharing of information policy are listed below:

- If it is necessary to perform our statutory duties as authorized or required by law or authorized by state or federal statute or regulation.
- If it is necessary to comply with valid legal process such as a search warrant, subpoena or court order.
- If AHS must enforce its rights against unauthorized access or attempted unauthorized access to AHS information technology assets.

In some cases, AHS may share non-PII in aggregate to a third party to gain a better understanding of how the site is used and for improvement purposes.

## What Information We Retain

AHS, on behalf of FLSMMC, retains the information collected through this Site/Application, including personal information that you submit by enrolling, as required by our contract with the FLSMMC. To find out more about the rules for retaining your information, please contact the AHS Privacy Officer at 9370 McKnight Rd, Suite 300, Pittsburgh, PA 15237.

## Our Use of Third-Party Applications for Email and Text Messaging

To facilitate the best service for our application users, we employ the use of a third-party application to manage text/SMS communications. This application, Twilio, allows AHS to programmatically make and receive phone calls, send and receive text messages, and perform other communication functions using web services. Your personal information typically shows up on Twilio's platform in a few different ways:

- Communications-related personal information about you, such as your phone number, is shared with Twilio's systems when AHS uses or intends to use this information to contact you through use of Twilio's products and services.
- Your personal information may show up in "friendly names," which are strings AHS provides, if AHS chooses to include your personal information as part of a string.
- Your personal information may also be contained in the content of communications AHS (or you) send or receive using Twilio's products and services.

To view Twilio's complete Privacy Policy, please visit <https://www.twilio.com/legal/privacy>.

## Links to other sites

AHS websites may link to other sites, other government sites, and occasionally to private organizations. AHS has no control over, and assumes no responsibility for the content, privacy policies or practices of any third-party sites, products, or services. Be aware that once you leave an AHS website, you are subject to the Privacy Policy for the sites you are visiting.

## What are Cookies and How We Use Them?

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The cookie allows the server to "remember" specific information about your visit while you are connected. The cookie makes it easier for you to use the dynamic features of web pages. Cookies from AHS websites collect only information about your browser's visit to the site. They do not collect personal information about you. There are two types of cookies: single session (temporary) and multi-session (persistent). Session cookies last only as long as your Web browser is open. Once you close your browser, the cookie disappears. Persistent cookies are stored on your computer for longer periods.

## You Can Disable Cookies

If you do not wish to have session or persistent cookies placed on your computer, you can disable them using your web browser; this is called an opt-out process. If you opt out of cookies, you will still have

access to all information and resources on AHS websites. Instructions for disabling or opting out of cookies in the most popular browsers are located at [http://www.usa.gov/optout\\_instructions.shtml](http://www.usa.gov/optout_instructions.shtml).

If you decide to opt out of cookies on the AHS site, you will disable cookies from all sources, not just our website.

### Children's Online Privacy Protection Act (COPPA)

AHS is committed to complying fully with the Children's Online Privacy Protection Act (COPPA). Although parents are free to use this website and mobile application on behalf of their children, this site is not intended to be used by children or to knowingly collect personal information from children. We're pleased to work with parents and guardians to delete from our records personal information that a child may have disclosed improperly on this website and/or mobile application. We appreciate your cooperation with this federally mandated requirement.

### Privacy Policy Changes

Although most changes are likely to be minor, AHS may change its Privacy Policy from time to time. AHS encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.

### Contact Us

If you have questions about this Privacy Policy, the secure handling of your data or information, or about any subject you feel is not adequately addressed by this policy, please contact us at the address below. Remember it is your option to provide your personal information on our website and your right and responsibility to understand the applicable laws that protect you.

Automated Health Systems, Inc.  
9370 McKnight Rd, Suite 300, Pittsburgh, PA 15237.  
[www.automated-health.com](http://www.automated-health.com)