

Frequently Asked Questions (FAQ) About Application Programming Interface (API)

1. What is API?

API means Application Programming Interface.

2. What is a third-party application (app)?

It is an app that was not created by Magellan.

3. How will I get the third-party app?

You can choose from many apps in the Magellan Member Portal.

4. Can I get it on my smart phone?

Yes.

5. Do I need to do anything?

If you want to give your okay for a third-party app to get your health data from the app, you must give your okay.

6. Why do you need my okay?

The law lets you pick which app is the best for getting all or part of your online health data.

7. Who should I contact if some of the information about my health data is not correct?

Contact Magellan's Member Services at: 1-800-424-4489.

8. Who should I contact if I have general questions about these Frequently Asked Questions?

Contact Magellan's Member Services at: 1-800-424-4489

9. Who should I contact if I have questions about technical support?

Contact: Interoperability@magellanhealth.com

10. How do I access the provider directory?

The third-party app will have access to the Provider Directory API. You do not need to give an okay for a third-party app to access the Provider Directory API.

11. How is the API Provider Directory different?

The Provider Directory API has been created by Magellan to provide data for the third-party apps to use.

12. Did Magellan get any notice or attestation from all the third-party apps listed on the Magellan API website?

No. Magellan makes sure that apps on the Magellan site follow Magellan's rules. The apps must also follow the rules listed on the Magellan Portal and follow the Consumer-Directed and Payer-Interoperable (CARIN) Code of Conduct, set forth by the CARIN Alliance. It is important for you to understand the risks of sharing your data with these apps. Magellan suggests that you read each Member Consent document that the app gives you before you give your okay to these third-party apps.

13. What important things should I know before I let an app collect my health data?

It is important for you to help protect your own health data. You should look for a privacy policy that is easy to read and explains how the app will use your data. If an app does not have a privacy policy, we suggest you do not use it. Before you agree to let an app collect your health data, think about these questions:

- What health data will this app collect?
- Will this app collect data from my device, such as my location?
- Will my data be stored in a way where no one can tell the data belongs to you?
- How will this app use my data?
- Will this app disclose my data to third parties?
- Will this app sell my data for any reason, such as advertising or research?
- Will this app share my data for any reason? If so, with whom? For what purpose?
- How can I limit this app's use and disclosure of my data?
- What steps does this app use to keep my data safe?
- Could sharing this data affect my family?
- How can I access my data and correct inaccuracies in data retrieved by this app?
- Does the app have a way for users to send complaints and get answers?
- If I stop using the app, how do I stop it from getting my information?
- How does this app inform users of changes that could affect its privacy practices?
- Will the app delete my information? Do I have to do anything besides deleting the app from my device?
- How does the app tell users about changes to its privacy rules?

If the app's privacy policy does not clearly answer these questions, you should reconsider using the app. Health data is private. It is important to pick apps that have strong privacy and safety rules.

14. What are a patient's rights under Health Insurance Portability and Accountability Act and who must follow HIPAA?

The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) enforces the HIPAA Privacy, Security, and Breach Notification Rules, and the Patient Safety Act and Rule. You can find more information about patient rights under HIPAA and who is obligated to follow HIPAA here: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Information about the HIPAA FAQs for individuals is available here:

<https://www.hhs.gov/hipaa/for-individuals/faq/index.html>

15. Are third-party applications covered by HIPAA?

Most third-party applications will not be covered by HIPAA. Most third-party applications will instead fall under the jurisdiction or authority of the FTC and the protections provided by the FTC Act. The FTC Act, among other things, protects against deceptive acts (e.g., if an app shares personal data without permission, despite having a privacy policy that says it will not do so). The FTC provides information about mobile app privacy and security for consumers here: <https://consumer.ftc.gov/articles/how-protect-your-privacy-apps>

16. What should a patient do if they think their data has been breached or an app has used their data in an incorrect way?

If you think your information was not used the right way, please contact our privacy office at:

Compliance@MagellanHealth.com

To learn more about filing a complaint with OCR under HIPAA, visit:

<https://www.hhs.gov/hipaa/filing-a-complaint/index.html>

Individuals can file a complaint with OCR using the OCR complaint portal:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Individuals can file a complaint with the FTC by contacting the FTC at 1-877-FTC-HELP or

ftc.gov/complaint