

Interoperability Frequently Asked Questions

1. What is healthcare interoperability?

A mandate introduced by the Centers for Medicare & Medicaid Services (CMS) for health plans. This rule is designed to make health information more easily available to patients by implementing new industry standards and by deterring information blocking.

In essence, it allows patients to easily access and share their health information, through a third-party app of their choice. This allows for better decision-making and better health outcomes.

2. Who is this available for?

For both AvMed Entrust and Medicare Members.

3. Why is this being done?

To comply with the Federal Interoperability and Patient Access final rule (CMS-9115-F) from CMS.

4. When is this happening?

Starting July 1, 2021.

5. Can I access my healthcare information through any third-party app available on-line?

No. The third-party app has to be approved by AvMed. If you are an existing AvMed member you can view a complete list of approved third parties apps by logging in to the AvMed Member portal.

6. Why do I need to give my consent to a third-party application to view my medical data?

As an AvMed member you are entitled to view your own data at any time. For security and by government regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) of 1996, protections are in place to protect your personal information.

7. Can I give consent to only specific data and not all of my personal information to a third-party app?

Yes. You can give consent for the third-party app to have access to only specific information. For example, such as lab information only.

8. Q: Can I remove my consent for a third-party app to have access to my data?

Yes. You can sign in to the AvMed Member portal and remove consent to the third-party app that you no longer want to have access to your information.

9. Q: How can I update my consent for third party app?

You can sign in to the AvMed Member portal and click on *Manage App Consent* to remove consent to the third-party app. You can then re-allow consent for those items you want them to have access to.

10. Does my consent have an expiration date?

Yes. If you don't use the Third-Party Application for which you gave consent in more than 90 days, it is automatically suspended.

11. I have an account with AvMed to access the Member portal. Can I use those same credentials to access my data through the Third-Party Application?

Yes. You don't need to register to the Member portal again.

12. In the Member Portal, what can I do in the *Manage My Consent* page?

Once you are logged in to the Member portal and click on the *Manage App Consent* link from the left navigation, you may view all the third-party apps that you have granted access to your health information. In this page, you may also remove the access from each of the apps.

3. In the Member Portal, what can I do in the *Available Apps* page?

Once you are logged in to the Member portal and click on the *Available Apps* link from the left navigation, you may view suggested apps that have been approved by us, which may be useful to viewing and sharing your health information with.

14. Can I assign a personnel representative to access my data? And how do I do that?

Yes. To assign a personal representative to access your information you will need to call our Member Engagement Center at 800-477-8768 (Medicare Members, please call 800-782-8633) and let them know that you need to assign access to someone else.

15. I am not able to access my personal information on a third-party app. Who should I contact?

If you have already given consent to AvMed through your third-party app, contact the third-party app support team to try to resolve it. If they can't resolve the issue, they will contact AvMed to resolve the issue for you.



16. I am not a current member of AvMed but was some time in the past. Can I still access my personal information through a third-party app?

Yes. Sign in with the credentials provided by the third-party app. If you still have your historical information from AvMed you can log in with that.

17. I am not a current member of AvMed but was some time in the past. Will I be able to view my historical personal information through the AvMed portal?

No. You will have access to manage consent and view a list of available third-party apps on the Member portal. You can then apply to that third party app to access your historical personal information.

18. How long after my membership with AvMed ends will I have access to my account and the third-party apps I gave permission to?

AvMed will maintain your data for 5 years. Your access to the account will end after 5 years from the AvMed membership termination date.