



Frequently Asked Questions

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

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 enrolled in a Nebraska HeartlandBlue policy.</p>
Why is this Important	<p>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 health care costs. This information will follow you to any provider or health plan in the future.</p>
Who is eligible?	<p>Blue Cross and Blue Shield of Nebraska HeartlandBlue members are eligible.</p>
How do I enroll?	<p>Download the One Record or Care Evolution app from your preferred app store.</p> <div style="text-align: center;">   </div>

Third-Party App Privacy and Security

Question	Response
Keeping your Protected Health Information (PHI) safe is important to us. At BCBSNE, the 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 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 health care information. Do I have to?	No, you do not have to use an app to access your health care information. You can continue to contact your provider or health plan for needed information.
Will third-party apps have to comply with HIPAA?	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 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 before releasing their 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 the third-party app may share data. 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.
What if I want to use a different third-party application?	For Third-Party Developers interested in connecting to BCBSNE's Interoperability APIs, please click here for more information.