

# Privacy Policy

Effective as of 06/12/2014

This Privacy Policy describes how CHPW manages and protects Health Information and Personal Information that you give us, how we will use and share that information, and how you may exercise your rights with regard to your Personal Information and Health Information.

**Please read this carefully.**

## Changes to Web Privacy Practices

We may change or supplement our Privacy Policy from time to time and we will post revised versions on this site. We will indicate the effective date of any revised policy at the top of this page. Changes apply to the information collected from the date we post the revision, as well as to information we already hold. We encourage you to frequently read this page so you are aware of any changes that may have been made since your last visit to the site.

## PRIVACY OF HEALTH INFORMATION

If you are a member of CHPW, please consult our [Notice of Privacy Practices](#), which explains your rights, how we use and protect your health information, along with exceptions to your rights. You also have additional [Member Rights and Responsibilities](#) that help ensure you get the best care.

## WEBSITE PRIVACY

This Privacy Policy describes what information we collect from you as a visitor or user of this site, how we use it, and how we protect it. This Policy applies to you if you use this site.

## Your Personal Information

“Personal Information” refers to specific facts that can be used to identify or contact you as an individual. Personal Information includes, for example, your name, home address and phone number, birth date, your sex, email address, or other information that is unique to you. We collect Personal Information at this site only when you supply it to us, such as when you send an email or sign up for a program or service through our site.

Personal Information does *not* include information that identifies a computer that is used to access the site because it does not identify anything about the *person* who is using the computer. (See the section below about “Cookies and other information about your visit.”)

## Security of Personal Information

Community Health Plan of Washington is strongly committed to privacy practices that keep your protected health information safe. We use a variety of physical, electronic, and procedural

safeguards designed to protect your Personal Information and prevent unauthorized access when the information is in our control. For example, we:

- Use technology to protect your health information;
- Check and evaluate our processes and systems to make sure your information is protected; and
- Physically secure our office with security access procedures and require that all people who enter our facility wear identification.

Our staff is also specially trained to protect the privacy and security of your health information:

- We do not discuss your private health information where others can hear it or with anyone who doesn't need to know it.
- We limit what we discuss on the phone.
- We keep written health information locked in a drawer when not in use.
- We send health information by email in a form that cannot be read if somebody else sees the email.
- We keep our computers locked when not at our desks.

You should remember, however, that no system can perfectly prevent an unauthorized person from intentionally viewing information while it is in transit over the Internet or via email. Therefore, CHPW cannot and does not guarantee the confidentiality or security of the information you send to us via the Internet or by email from others beyond our control who intentionally find ways to access the information.

If your health information is ever shared with someone who should not see it, or who is not required to protect it under the law, we take steps to correct the mistake by notifying you and the appropriate governmental authorities.

### **How CHPW Uses and Shares Personal Information**

We may use and share your Personal Information for the following purposes:

- (1) In order to allow you to participate in a program you have enrolled in or to provide a product or service you have asked for or purchased, we will use your Personal Information and share it to our employees, contractors, and others to the extent necessary for us to provide the service or product.
- (2) We will share Personal Information to the extent necessary to comply with a subpoena, court or administrative order, law, rule, regulation, or similar requirement that we believe in good faith legally obligates us to share it.
- (3) We may use Personal Information to the extent necessary to protect our web site, our rights, and to avoid or minimize our liability. For example, we may use Personal

Information to identify someone who is using our site for an illegal purpose and disclose it to law enforcement or our attorneys to consider taking legal action.

- (4) We may share Personal Information in the regular course of business in connection with the sale, merger, spin-off, or other corporate reorganization to the new controlling entity.

### **Cookies and Other Information about Your Visit**

We collect information about visitors to our site using “cookies.” A cookie is a small text file that is created when someone uses a browser to visit a website. Cookies are stored on the computer’s browser directory or program data subfolder. Most major websites, including this one, use cookies to help visitors navigate the site more successfully and to provide information about visitors’ behavior that help us improve the site and our marketing programs. A cookie may identify the computer that is being used to visit the site, but not who the visitor is.

If you do not want to have cookies placed on your computer, you can set your web browser to not accept them, or you can delete them manually.

Our web server also automatically collects the IP (for “Internet Protocol”) address of each computer that accesses our site. An IP address is a series of numerals that is assigned to each computer that accesses the Internet. An IP address is not Personal Information because it identifies only the computer, not the person who is using it. We use IP addresses in aggregate form to help us understand how our site is being used and how we can better serve visitors.

### **External Links**

This site may contain links to web sites operated by third parties other than CHPW. This Privacy Policy applies only to this web site and not to any third-party site we may link to. CHPW isn't responsible for and has no control over the privacy policies and practices of third party sites and we encourage you to read the privacy statements of each and every web site that requests Personal Information from you before you provide any information.

### **Ask a Question**

If you have questions about the privacy and security of your protected health information, or if you want to request paper copies of any of the documents mentioned on our website, call the Community Health Plan of Washington customer service team at 1-800-440-1561 (TTY Relay: Dial 7-1-1) or email us at [customer care@chpw.org](mailto:customer care@chpw.org).

### **Report a Problem**

We will not penalize you in any way if you file a complaint. If you believe your privacy rights have been violated, you may file a complaint with us by phone or mail:

- Call our customer service team at 1-800-440-1561 or (206) 521-8830.
- Write to our Privacy Officer:  
Community Health Plan of Washington  
Attn: Privacy Officer  
720 Olive Way, Suite 300  
Seattle, WA 98101