

There are risks when communicating by email or text message. These risks increase when messages are sent without a security technology called encryption.

By completing and signing the following form, you agree that you understand and accept these risks. You also agree to follow the rules described on this form.

Risks of sharing emails or text messages without encryption include, but are not limited to:

- Others can intercept messages.
- If you receive messages on an employer-owned device, your employer may have the right to save and read your messages. Your Internet or cell-phone service provider may also have the right to save and read your messages.
- A copy of a message may be saved on your device or a computer system, even though you deleted it.
- If an email or phone number is not entered correctly, the message can be sent to the wrong people.
- Emails and text messages can be used to spread computer viruses.
- Others may be able to access messages on a device that was lost, stolen, or thrown away.

We want you to know that:

- Emails and text messages should not be used:
 - For emergencies or when you need fast response.
 - To ask for or schedule an appointment.
 - To ask for medicine refills.
- This consent gives Highmark Health Options permission to communicate with you by email and/or text message.
- This consent will be in effect until you tell us in writing to cancel it. You have the right to take away your consent any time by writing to Highmark Health Options.
- We will always give you the best care we can, whether or not you sign this form.
- A copy or fax of this consent is as valid as the original form with your signature.
- To update your email or phone number, you must complete a new consent form.
- myHHO lets you send secure messages to Member Services.

If you have any questions or concerns, call Member Services at 1-844-325-6251, 8 a.m. to 8 p.m., Monday–Friday.

Return this form to Highmark Health Options:

- By email to your Care Coordinator or Service Coordinator.
- By Secure Message on the myHHO member website.

Member Information		
First Name	Last Name	Member ID Number
Email Address		Cell Phone Number
Street Address		
City, State, ZIP		

Member Acknowledgement and Agreement

I have read and understand this form. I understand and accept the risks of sending or receiving information by email or text message.

Member Printed First and Last Name	Signature	Date

To sign electronically, type your name or initials in the signature line above.

Email and text messaging with another person (optional)

If the member is represented by another person (for example, a legal guardian or an attorney) or under 18 years of age, I agree to allow my emails and text messages between Highmark Health Options and the following person:

Representative Printed First and Last Name	Signature	
Relationship to Member	Phone Number	Date

You must sign the **Consent Authorization Form** to share information with this person.

About Digital Communications

What do I need to do before sending an email or text message?

Carefully read the consent form on the other side of this sheet. Ask questions about anything you do not understand. If you understand and agree to the form, sign and date it. Mail or fax the completed form as indicated. After we receive and process your form, we will give you any instructions you may need.

What should I do if my cell phone number or email address changes?

Request, complete and send a new consent form with your new contact information.

What should I put in my message to make sure you get it and can help me?

There are certain things you must put in all your messages so we can help you:

- The subject line should say what the message is about.
- The body of the message must have your name and date of birth. Then, add your message or question. Be clear and include all important information. Review your message to make sure all the details are there, so we can give you the care you need.

How long will it take to get a reply?

We will reply to your message as quickly as we can, but we cannot promise to do this within a set time. If we do not reply in what seems to you a timely way, contact us to make sure we received your message and, if so, when you should expect a reply. Should I text or email you if I need medical help right away, such as in an emergency? No. We want to make sure you receive the care and services you need. If you need immediate care, call your facility or provider. In an emergency, call 911.

Can I use an email or text message to make an appointment, refill a prescription or ask about my bills or insurance coverage?

No. Follow the normal process to make an appointment or get a prescription refilled. For billing and insurance questions, call the phone number on your bill, or call the site where you received your care.

Will my messages be protected and then deleted after my questions or concerns are taken care of?

Messages about your care become part of your medical record. They may be used in the same ways as other medical records. We will protect your health information just as we do other records about you. However, you should think about the risks before sending emails or text messages with sensitive information (for example, about sexually

transmitted diseases, AIDS or HIV, mental health, developmental disability, or substance abuse).

What if I receive care from more than one health care facility or provider?

At this time, not all health care facilities and providers will communicate with patients using email or text messaging. You will need to check with each health care facility or provider.

I use email and text messages all the time with friends and family, and I haven't had any problems. Why are you telling me about risks?

Your privacy and security are very important to us. We want to make sure you know some of the things that can happen when communicating by email or text message. Even though it's our practice to confirm email addresses and phone numbers before sending information, human errors can occur, and there's a chance that information could go to the wrong place. There's also a chance that a message could be changed and/or forwarded to others.

Messages can also be saved, copied, printed and stored without your knowing. Your employer may read and save your messages. Your Internet service provider may read and save your messages. Your computer hard drive will store emails even after you delete them. There's a chance others could access messages on a device that's been lost, stolen, or thrown away.

How long will this consent stay in effect?

This consent will stay in effect until you tell us in writing that you want to cancel it. You may do this at any time. To cancel your consent, send a letter, text message or e-mail telling us that you want to cancel your consent. Send it to the same address where you sent the original consent form.

Discrimination Is Against the Law

Highmark Health Options complies with applicable Federal civil rights laws and regulations and does not discriminate on the basis of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity. Highmark Health Options does not exclude people or treat them differently because of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Help in Your Language

Highmark Health Options provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, Braille, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do kat idantifikasyon w lan (TTY: 711).

注意：如果您讲中文，可以免费为您提供语言协助服务。拨打您的卡背面的号码（听障人士专用号码：(TTY: 711)。

注：英語を話す場合は、無料の言語支援サービスを利用できます。あなたのIDカードの裏面（：711 TTY）の番号を呼び出します。

ध्यान आपशो: जो तमे गुजराती बोवता होव तो, तमारा माटे भाषा सहायता सेवाओ मुक्तमा उपलब्ध छे. तमारा आठडी काससनी पाछा आपेवा नांभर पर फ़ोन करो (TTY: 711).

ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 카드 뒷면의 번호로 전화하십시오 (TTY: 711).

ATTENZIONE: Se parla italiano, per Lei sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero presente sul retro della Sua carta di identificazione (TTY: 711).

LƯU Ý: Nếu quý vị nói Tiếng Việt, luôn có các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Vui lòng gọi số điện thoại trên mặt sau của thẻ nhận dạng của quý vị (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).

कृपया ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए नशुल्क उपलब्ध हैं। अपने पहचान कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 711)।

عزى لك پآ، وت عى ىتلوب/تتلوب ودرآ پآ رگا: عى ىتلوب
ڈراك ڈى ئىآ عى نپا عى ىباى تسد تفم تامدخ عى تناع عى نابز
(711- عى ئىآ عى ئى) عى رك لاك عى رپ ووربمن جرد عى چچىپ كع

تدع اسملا تامدخ ناف، عى بعرعلا ءللال تدحتت تنك اذا: عى ببن
تق اطب رهظ عى ع نودملا مقرلا عى ل لصتا. نآجم اب لك ءح اتم عى وغللا
(711- عى صرلا فتامل) لك تىو

గమనక: మురు తులుగు ముటు లుడు వురుతు, భుషు సహాయక
సవలు, భురు ము లుకుండు, మురు లభుస తున నాయు. ము ఐడు
కారు డుకు (TTY: 711) వునుక వుడు ము న నుంబురు కు ఘున
వయండు.