

Health Information Frequently Asked Questions (FAQs)

What is a third-party health app?

The “Interoperability and Patient Access Final Rule” allows patients and Medicaid recipients to easily access certain types of health information through mobile device applications (apps). Choose any third-party app to allow sharing of your information. Then you can use that app to view your health information from past years. (The past years history depends on the information shared by the doctor.)

Why is accessing my health information account important?

Medical records are an important part of your health care. These records show a history of your health conditions and treatments. They are used by doctors, hospitals, health care clinics, and other health care providers and facilities to treat you.

How will I access my health information?

Alabama Medicaid offers the Alabama One Health Record app. The secure and free app can be downloaded on your phone or mobile device from the App Store or Google Play Store.

Is my health information private and secure?

It is important to understand the privacy and security policies for any third-party app that you choose to share your data. Before choosing a health app, read the app descriptions, features and security practices.

It is also important to protect your phone or devices from theft, phishing, and hacking. Keep each device’s security settings up to date. Apply a security pin or pass code to your devices. Make sure to choose a third-party health app with easy-to-understand privacy and security policies.

Alabama One Health Record safeguards your information. Your information will never be shared without your permission.

How do I protect my information?

It is your responsibility to take the necessary steps to make sure your information is secure. Here are some important things to remember:

- Keep your login information private and secure.
- Choose an app that is easy-to-read and that clearly explains how the app will use your information.
- Understand if your information will be shared with other apps.
- Be sure you read and understand the app’s privacy and security policy before allowing the app to access your health data. Apps may have different policies and they may share your information with other entities.

What should I do if health information is missing or wrong?

Depending on the third-party app you have chosen, some information may or may not show. The doctor must share your information with the app. If you feel that either health information in your record is wrong or missing, please contact your doctor. Alabama One Health Record App is only able to share information that has been shared by doctors.

What are my privacy rights under the Health Insurance Portability and Accountability Act (HIPAA) 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 the following:

- Patient rights under HIPAA and who must follow HIPAA: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-forconsumers/index.html>
- HIPAA FAQs for Individuals: <https://www.hhs.gov/hipaa/for-individuals/faq/index.html>

Are these third-party apps covered by HIPAA?

Most third-party apps will not be covered by HIPAA. Most third-party apps will, instead, fall under the jurisdiction of the Federal Trade Commission (FTC) and the protections provided by the FTC Act. The FTC Act, among other things, protects against deceptive acts (for example, 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://www.consumer.ftc.gov/articles/0018-understanding-mobile-apps>.

What should I do if I think my data has been breached or an app has used my data inappropriately?

If you feel that your data was shared without your permission or used in a way that you did not agree to, you can do each of the following:

- Contact the [Office for Civil Rights \(OCR\)](#) to file a complaint.
- Contact the [Federal Trade Commission \(FTC\)](#) to file a complaint.

If you have questions regarding your privacy rights or believe your privacy rights have been violated, you may contact the Alabama Medicaid Agency Privacy Office by e-mail at privacyoffice@medicaid.alabama.gov.

Please note that email is not a secure form of communication. Medicaid does not recommend that you submit sensitive or personally identifiable information via email. If you choose to provide us with personal information in an email, we may use the email and the information contained within it to respond to you or to fulfill the stated purpose of the communication.