

# Privacy Policy and Terms and Conditions

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## **WEBSITE PRIVACY STATEMENT**

At BayCare Health Plans, we know privacy is important to you. Privacy is one of your rights as a consumer as well as a BayCare Health Plans member. It is also a right that you retain even when you are no longer a member of BayCare Health Plans.

BayCare Health Plans does not share your protected health information with anyone else unless you provide us with permission to do so. We engage in training programs for our employees to ensure that they know the procedures they need to follow to make sure that your information, whether in oral, written, or electronic format, is secure and safeguarded. We will not sell, license, transmit or disclose personal information, outside of BayCare Health Plans, unless it is expressly authorized by you; necessary to enable our contractors or agents to perform certain functions for us; or required or permitted by law. Personal information means data that is unique to an individual, such as name, address, social security number, or telephone number.

In addition to this Privacy Statement, BayCare Health Plans' Notice of Privacy Practices will give you more specific information and details about how we ensure the privacy of your protected health information. The Notice of Privacy Practices also provides details about how we will use and disclose protected health information. The Notice of Privacy Practices will also explain all the rights you have concerning the privacy of your health information and how you can exercise those rights. The Notice of Privacy Practices is available by clicking the link below.

## **TERMS AND CONDITIONS**

By accessing and using this website, you acknowledge that you have read, understand, and agree to be bound by these terms and conditions of use, and that you will comply with all applicable laws and regulations. The BayCare Health Plans Privacy Policy and Terms and Conditions are not to be construed in any way as an agreement, stated or otherwise, on behalf of any party. Use of this website is at your own risk and discretion.

BayCare Health Plans reserves the right at its discretion to modify the Terms and Conditions and Website Privacy Policy from time to time. Your continued use of the website after any such modifications shall constitute your agreement to be bound by any such changes. BayCare Health Plans may modify, suspend, or discontinue all or any portion of its website without notice or liability.

## **Security**

BayCare Health Plans maintains physical, electronic, and procedural safeguards that comply with federal standards. Additionally, BayCare Health Plans takes reasonable precautions to protect user information from unauthorized use or alteration. All data, correspondence, and responses that the user of the website provides will be handled confidentially, both online and offline. To protect from unauthorized access, data that you provide is safeguarded behind a secure firewall. Please note, users should be aware that there is always a risk in sending information over the Internet and data transmitted by e-mail is vulnerable to security breaches.

## **Cookies**

When you access the BayCare Health Plans' website, we do not require you to register or otherwise provide any personal information, such as your name, social security number, or e-mail address. We may, however, monitor and record your usage of our website during your visit. We collect this information and use it to help make the website more consumer-friendly and efficient.

BayCare Health Plans uses “cookie” technology to gather non-personal information. A “cookie” is a piece of data that a website can send to your browser while you are using the website. A cookie is not a computer program – it cannot read data from your computer, perform any action on your data, or embed commands in your computer. Cookies can keep track of which pages are used, the frequency they are used, and to enable certain features on this website. You may disable these cookies at any time by adjusting your browser preferences on your computer.

## **Informational Purposes Only**

BayCare Health Plans provides the information contained within this website for informational purposes only. No warranty is made that the information provided is error-free. The information contained within the web pages may be, at any time, outdated and may include inaccuracies and/or errors.

Visitors should not construe this information as an offer for medical services or as advice on medical treatments. The information presented is general in nature and is not a substitute for professional health care. Consult a physician or other qualified healthcare professional before making health related decisions.

The information presented by this website describes the products and services offered by BayCare Health Plans. Some specific information may be provided but, overall, the information presented may not contain all the applicable terms, conditions, limitations, or exclusions necessary to fully describe the products and services.

## **Claims, Benefits, and Medical Management**

The information provided with our website does not represent a guarantee of coverage or specific payment. All health plan benefits are subject to the terms, conditions and limitations of the specific policy issued, including, but not limited to, eligibility, pre-certification, exclusions and limitations, and medically necessity requirements. For further information on a policy and its limitations, please contact our Customer Service Department.

## **Links to Other Sites**

This website may provide links or references to other sites. These links are provided for your convenience and BayCare Health Plans is not responsible for the content of these other sites, does not make any representations or gives any warranties with respect to any information contained in or at these other sites, and shall not be liable for any damages or injury arising from the content of these other sites. BayCare Health Plans reserves the right to terminate any link at any time.

When leaving the BayCare Health Plans' website to visit another website, we recommend that you review that third party's terms and conditions and privacy policy.

## **Notification of Changes**

BayCare Health Plans reserves the right to change the content within the web pages and within the Website Privacy Policy and Terms and Conditions at any time, without notice.

## **No Warranty**

THE MATERIALS, INFORMATION, AND SERVICES PROVIDED ON THIS WEBSITE ARE PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, AN IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, 31OR INFRINGEMENT. THERE IS NO WARRANTY THAT USE OF THIS WEBSITE WILL BE ERROR-FREE OR THAT IT WILL NOT INTERFERE WITH YOUR USE AND ENJOYMENT OF OTHER INFORMATION OR SERVICES.

## **Contact Information**

If you have any questions concerning your right to the privacy and confidentiality of your personal information and data that has been entrusted to BayCare Health Plans, please contact the Customer Service Department at the phone number on the back of your ID Card or as indicated on the website.

For specific inquiries about the BayCare Health Plans' Privacy Statement or Notice of Privacy Practices, please direct them to:

HIPAA Privacy Officer  
P.O. Box 17500  
Clearwater, FL 33762  
Toll Free: (727) 519-1954 (TTY: 711)  
Email: [BCPlusPrivacyOfc@baycare.org](mailto:BCPlusPrivacyOfc@baycare.org)