

1. What is Patient Access Interoperability rule?

Under federal law, specifically, the [May 2020 Interoperability and Patient Access final rule \(CMS-9115-F\)\(85 FR 25510\)](#), Payers, like LIBERTY Dental Plan (“LIBERTY”), are required to implement and maintain a secure, standards-based protocol that allows patients to easily access their claims and other clinical information through third-party applications or websites of their choice (referred throughout as “apps”).

2. Why should I share my information?

LIBERTY is passionate about putting members in control of their own data. It is important to note that LIBERTY will share your dental data **ONLY** if you request it and provide your consent. Sharing your information will allow certain external apps to:

- Compile all your dental information from various insurance plans, healthcare providers, and testing facilities.
- Share previous health records with a current healthcare provider to offer a broader understanding of your healthcare interactions.
- Use historical data to pre-populate your information instead of manually adding information to another Payer’s patient intake forms.

3. What types of information will I be able to see and share through an application or website (“app”)?

When you give consent, the selected app will be able to access LIBERTY's systems to retrieve your personal dental data, securely, at any time. Before you allow access, you will be able to review the types of information to be shared. Examples are:

- Demographic information (name, date of birth, Gender, and Zip code)
- Claims history (payments made by LIBERTY's Dental Plan under your plan)
- Historical medical data (your encounters and claims data)

There are risks to sharing data with external apps. You should take the time to read the external app’s privacy plans to understand your options should you later wish to revoke or remove access to LIBERTY's data through our Consent Management Application. ([Member Consent Login](#))

There is not an option to select only certain types of information for sharing. When you grant permission, the external app will be able to access all your LIBERTY dental information. Personal payment information is not shared; this includes credit card numbers, HSA account details, bank account details or other types of financial information.

4. Who will be able to see my health information besides me?

Your information will only be shared with your consent and only to those apps or health care providers you choose.

5. Can caregivers share their care recipient’s data using this service?

Yes. If you are legally designated as a caregiver or representative for another LIBERTY member and you have sign-in credentials to LIBERTY Dental Plan’s Member Portal, you may authorize the sharing of your or your care recipient’s data.

6. Are there any risks when sharing my health data with external parties?

After you consent to share your personal health information with an external app, LIBERTY is no longer in control of the data.

Before you decide to share your information with any external entities, we recommend that you review the app's privacy policy to understand how your data will be used, stored, and if it will be shared elsewhere.

Most consumer-facing apps fall under the jurisdiction of the Federal Trade Commission (FTC) ([FTC Link](#)). If you believe your data has been misused, you can file a complaint using the FTC Complaint Assistant. Some apps—generally those associated with Health Plans, Providers, and Clearinghouses—are governed by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Business Associates (like contractors and subcontractors) of HIPAA-governed entities must also adhere to HIPAA laws. You can find more information about your rights (and healthcare entities' obligations under HIPAA) by reviewing Your Rights Under HIPAA ([HIPAA rights Link](#)). If you believe an app has used your data in a way that violates HIPAA, you can file a complaint with the Office for Civil Rights ([Office for Civil Rights Link](#)).

7. What considerations should I make before sharing my data?

It's important to assess how external companies might use your data. Some questions to consider are as follows:

- How will this app collect and use my data? Are they collecting more than just dental data?
- Will this app disclose or sell my data to other entities, such as for advertising or research?
- Will my data be stored securely? Will my data be stored in such a way that my identity is not directly connected to it (to protect my privacy)?
- When sharing my data, what impact will this app have on others, such as my family members?
- Does this app have a process for collecting and responding to user complaints?
- What is this app's policy around data deletion if I no longer want them to have access to my data?

8. What should I do if I think my privacy has been breached?

If you believe an external party with which you've shared your data has breached or violated your privacy, or if you believe an app has used your data in a way that violates HIPAA Privacy rules, you may:

- File a complaint using the FTC Complaint Assistant
- File a complaint with the Office for Civil Rights
- File a complaint with LIBERTY directly at privacy@libertydentalplan.com, or call **(888) 401-1128** for help filing a grievance