



## FAQS VIVA MEMBERS

### Question: What is interoperability?

The Centers for Medicare and Medicaid Services (CMS) released the Interoperability and Patient Access final rule on March 9, 2020. This final rule requires most CMS-regulated payers – specifically, Medicare Advantage (MA) organizations, Medicaid Fee-For-Service (FFS) programs, CHIP FFS programs, Medicaid managed care plans, CHIP managed care entities, and Qualified Health Plan (QHP) issuers on the Federally-facilitated Exchanges (FfEs), excluding issuers offering only Stand-alone dental plans (SADPs) and QHP issuers offering coverage in the Federally-facilitated Small Business Health Options Program (FF-SHOP) - to implement and maintain a secure, standards-based Patient Access Application Programming Interface (API) (using Health Level 7® (HL7) Fast Healthcare Interoperability Resources® (FHIR) Release 4.0.1) that allows patients to easily access their claims and encounter information including cost, specifically provider remittances and enrollee cost-sharing, as well as a defined sub-set of their clinical information through third-party applications of their choice. This rule also requires these payers to make resources regarding privacy and security available to all patients.

The CMS Interoperability and Patient Access final rule also encourages impacted payers to ask third-party app developers to attest to having certain provisions in their privacy policy. Payers that ask for this attestation should share with the patient a clear explanation of what the attestation is asking and how the process will work as part of their educational resources. It is important to make sure patients understand that if an app developer is asked to attest and does not respond to this request or attests negatively, the patient will have an opportunity to change their mind about sharing their data. But, if the patient does not actively respond to the payer within the period of time clearly communicated to them by the payer, the patient's data will be shared as they originally requested.

Read more about Interoperability and CMS Patient Access final rule: [here](#)

### Question: What third party apps are currently available to view my health information?

Viva members are encouraged to use the Viva Member app or Vivamembers.com portal to view any information related to past medical and prescription claims history. The Viva Mobile App is available for download in the Apple App Store or Google Play Store.

In order to comply with Centers for Medicare and Medicaid Services (CMS) regulatory requirements, Viva Health has partnered with Change Health to make available standards-based APIs that will improve the electronic exchange of health care data. **To grant access to third party developers or applications, please contact the Change Health Member Support Center at: 1 833 353-6891.**

### **Question: What kind of data is available?**

The following types of member information will be available to third party applications developers:

- Adjudicated Claims/EOBs
- Clinical Data
- Formulary
- Provider and Pharmacy Directory
- Roster/Enrollment

### **Question: Is my medical information safe?**

The privacy and security of patient health information is a top priority for patients and their families, health care providers and professionals, and the government. You can review how your medical information may be used and disclosed as well as steps to protect the privacy and security of your health information [here](#).

### **Are third party app developers 'vetted' for credibility?**

Third-party applications that want to access the Change Healthcare solution must first join the Change Healthcare App registry.

Change Healthcare will then verify the information provided. The company seeks to ensure that the application and the company behind the application is providing a quality and secure application and that the company can meet all contractual requirements. Once the application is approved, client id's and, if necessary, client secrets (for confidential applications) will be issued and appropriate access to public keys established to ensure the confidentiality of communications and the signatures of access requests (public applications).

### **Third Party App Developers**

### **Question: As a third party app developer, how do I connect my application to CMS required Viva member information?**

Viva has partnered with Change Healthcare to provide an interoperability solution for our members using the FHIR/HL7 standards. This approach is outlined in: <http://www.hl7.org/fhir/smart-app-launch/>

### **Application Registration**

- Third-party applications that want to participate in the Change Healthcare App Registry must first register [Here](#).
- Information to be provided includes:
  - Application logos to be displayed in the application registry
  - App identification in the IOS and/or Android Stores
  - Short and long descriptions of the application
  - Response URI's to be used in the authentication process
  - Links to privacy and security policies

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