



## **Frequently Asked Questions (FAQS)**

### **VIVA HEALTH and VIVA MEDICARE 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 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 a 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. However, 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 HEALTH members are encouraged to use the VIVA HEALTH Member app or [Vivamembers.com](http://Vivamembers.com) portal to view any information related to past medical and prescription claims history. The VIVA HEALTH 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 collaborated with 1UpHealth to make available standards-based APIs that will improve the electronic exchange of health care data. 1upHealth provides app registration and the vetting process on behalf of our customers.

For a list of approved applications, please visit the 1Up Health App Gallery [here](#).

### **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 1Up Health solution must complete the [1Up privacy and security attestation process](#). All published apps will be reviewed on an annual basis.

Apps that present active security threats, misuse, or abuse our APIs will have their access revoked and be blocked from API access until a thorough review is completed. 1Up Health will perform continuous monitoring of our API endpoints, have dashboards summarizing usage, and do routine log reviews.

### **Third Party App Developers**

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

VIVA HEALTH has partnered with 1Up Health 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 connect their apps to the 1upHealth FHIR Server to send and receive health data, should begin by registering as a 1Up Health Developer. Click [here](#) to create a new account in the 1upHealth Developer Console and complete a new application.
- 1Up Health will then verify the information provided. 1Up Health 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).