

We collect certain data about our members to help improve their care

Mass General Brigham Health Plan collects information about our members' race, ethnicity, language, sexual orientation, gender identity and disability. We also seek to learn about disabilities each member might have. We use this information to improve the care you get. Your answers to these questions are confidential and are protected by patient privacy laws.

FREQUENT QUESTIONS AND ANSWERS:

How is my information used?

- To provide you with the best possible health care for your unique needs.
- To identify differences in the quality of care given across racial, ethnic, and other social groups.
- To create easier or more personal or more helpful materials and experiences for you.
- To help your healthcare providers give you care that respects your pronouns and preferences.

How is my information not used?

- We will never use the data to change your benefits or coverage or the services available to you.
- We will not share your data with any employees not authorized to see it.
- We will not use your data for marketing purposes.

Is my information kept private?

Yes. The privacy of our members is a top priority. We observe all Health Insurance Portability and Accountability Act (HIPAA) rules. Here is how we protect your data:

- We store it on off-site servers that are cloud-based and highly secure.
- We use:
 1. Virtual Protected Networks (VPN)
 2. anti-virus software
 3. secure file transfers
 4. secure disposal bins
- We guard it with user access controls.
- We encrypt the files.
- We deactivate and sanitize all portable electronic devices.
- We test our systems often to make sure all securities are working.

Can I decline to provide my race, ethnicity, language, sexual orientation, gender identity and disability information?

Yes, you do not have to provide it if you do not wish.