

The Health Information Exchange (HIE) connects the Electronic Health Record (EHR) systems of providers and clinicians allowing them to securely share health information with other providers and better coordinate care. In the past, doctors used paper medical records. Now, doctors are keeping your medical records electronically. The HIE allows doctors, nurses, pharmacists, and other health care providers to access and share patient medical information electronically. Patients include all AHCCCS members.

Do all providers share patients' electronic health records?

No, providers can decide to enroll in the HIE through Contexture, the organization in Arizona that manages the HIE. Participants include first responders; hospitals; labs; and community behavioral health, physical health, and hospice providers. Patients have the option of sharing their information in real time with all of their treating providers. Through the HIE, only those providers involved in your care have access to your health information.

What are the benefits?

Doctors and hospitals can serve you better when they understand your overall health needs. This is especially helpful during an emergency. By using the HIE, providers can see all the health care services you are receiving, such as prescribed medications and allergies. Using the HIE helps providers and patients:

- Avoid repeating lab tests and procedures
- Have access to foster children's medical history. This data sharing allows the doctors to see the child's complete health care history so they can prescribe needed medications,
- Ease the transition back to the community after release from jail or a hospital, and
- Prevent harmful drug interactions.

How can I opt out?

If your health care provider enrolls in the HIE, they are required to notify you and give you the option to decide not to allow your information to be shared (opt out). You should ask your provider if they are part of the HIE. If you do not want your information shared, ask your provider for an Opt Out Form. If you opt out, your information will not be shared with your health care providers, even in a medical emergency.

You have the right to:

- Opt out of having your individual health information shared through the HIE,
- Opt out or opt back in at any time,
- Opt-out of a particular health care provider sharing your health information,
- Request a copy of your health information available through Contexture,
- Request a list of individuals who have viewed your information,
- Request incorrect information be corrected, and
- Be notified in the case of breach that affects your health information.

Additionally, a patient's substance abuse treatment information that is protected by the federal substance abuse treatment regulations in 42 C.F.R. Part 2 (the Part 2 regulations) is blocked unless: (1) the patient gives written consent for the provider (or other person) to access the information; (2) the provider documents a medical emergency; or (3) other state and federal laws allow the disclosure.

How is my data handled in the HIE?

If your provider(s) has enrolled in the HIE with Contexture, your health information is stored safely in a secure exchange environment. Any time a provider accesses your information, it is recorded. Health care providers may access your data for treatment, care coordination, care or case management, and for transition of care planning purposes.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW AHCCCS CLINICAL RESOLUTION UNIT (JACOB’S LAW – FOSTER/KINSHIP/ADOPTIVE))
602-364-4558 or 800-867-5808 DCS@azahcccs.gov

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com