Understanding Your Health Information Sharing Options

Thank you for being a member of Florida Complete Care. We appreciate the chance to support your health. Your privacy, choices, and care are important to us. As part of new federal requirements, we are providing information about your choices for how certain health information may be shared to support your care. You remain in control of these decisions, and we are here to help you understand your options and support you every step of the way.

The Centers for Medicare & Medicaid Services (CMS) passed new rules, effective January 1st, 2027, that require Medicaid and Medicare managed care plans to exchange certain health related data with other plans (called Payer to Payer Access) and providers (called Provider Access) for the purpose of improving communication across the health care system which will help you receive the right care at the right time. You have the option of deciding if you want your specific health related data shared. Below is information that will help you understand these changes and your options.

Payer-to-Payer Access:
Your health information should not get lost. Your previous and current health plans can safely share some of your health information.

Benefits of Payer-to-Payer Access:

- Keep your medical records complete.
- Reduce delays or breaks in your care.
- Help your current health plan understand your health history.
- If you have more than one health plan, you can choose to allow information to be shared between plans. Remember, you can change your mind at any time.

Provider Access:
Health plans must let your current doctors see some of your health information through a safe computer system.

Benefits of Provider Access:

- Your health plan can share information with your doctors to help support you, so they have the information they need for your care.
- This helps your doctors make informed decisions and work together as a team.
- You get care faster.
- Your information is protected by strong privacy and security rules.
- You can choose to opt out at any time and can always opt back in later.

Take the Next Step
Want to learn more about your choices? Please refer to the **Frequently Asked Questions (FAQ)** below for step-by-step instructions.

Florida complete care

Frequently Asked Questions (FAQ)

Who decides if my information is shared?
You decide. Your information is shared with your current doctors unless you tell us not to share it. We will not ask another health plan for your information unless you say yes. You must choose to sign up. If you sign up, you let your health plan share information that may help with your care. You can change your choice and stop sharing at any time.

Is my information safe?
Yes, privacy and safety rules protect your health information. Health plans use safe computer systems to share it. When you sign up, we share your information only with health plans that cover you now, covered you before, or may cover you later.

When is my information shared for Payer to Payer?
Your information is shared only after you say yes. If you do not want to share your information, you do not need to do anything. If you do want to share it, you will need to sign up and tell us about your previous or current health plans. After you sign up, Florida Complete Care and your additional health plans will use safe computer systems to share information. You can stop sharing at any time. The steps below outline how to sign up:

1. Click the following link: https://ilshealthfhir.member.console.1up.health/p2p-opt-in
2. Click **Register**. You will need to create an account with 1upHealth in order to sign up.
3. Enter the information needed to create an account. Then click **Register**.
4. Read the information on the screen. Then click Continue.
5. Choose **Opt In** or **Opt Out**. Then click **Next**.
6. Find your health plan and choose it. If you do not see it, type the plan's information into the search feature and click **Search**. Then choose your health plan from the search results.
7. Type your member ID for that health plan.
8. Choose the year your coverage with that health plan ended or will end. Click **Save**.
9. Do steps 6 through 8 again for each health plan you want us to exchange health information with.
10. Click **Confirm**. A page will show that you signed up.

When is my information shared for Provider Access?
Your information is automatically shared between Florida Community Care and your providers. If you do not want your information shared, you will need to stop sharing. The steps below outline how to do that:

1. Click the following link: https://ilshealthfhir.member.console.1up.health/opt-out
2. Click **Register**. You will need to create an account in order to stop sharing.
3. Enter the information needed to create an account. Then click **Register**.
4. Read the information on the screen. Then click **Continue**.
5. Choose whether you want to **Opt In** to share your information or **Opt Out** to stop sharing it.
6. Click **Submit**. A page will show that your choice was saved.

Questions?
We're here to help! If you have questions about your choices or how to change your sharing preferences, please contact **Member Services** at **1.833.322.7526** or **711 for TTY**.