



ASPIRE HEALTH PLAN PRIVACY POLICY

In no way will Aspire Health Plan sell, rent, or lease personal information. We do employ other companies and individuals to perform functions on our behalf, and may need to disclose personally identifiable information in order to process many of the activities and functions that beneficiaries of Aspire Health Plan request. Examples include analyzing data, sending e-mail, and sending faxes with information provided for the purposes of performing delegated functions under health plan contracts including utilization management, clinical case management, claims adjudication, and providing customer service. These companies that Aspire Health Plan has partnered with need to access personal information to process transactions related to the functions above, but may not use personal information for any other purposes. Aspire Health Plan uses reasonable precautions to protect your personal information stored on our system from loss, misuse and unauthorized access, disclosure, alteration and destruction. While no computer system is completely secure, we believe the measures implemented by our site reduce the likelihood of security problems to a level appropriate to the type of data involved.

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INFORMATION GATHERED

Aspire Health Plan collects and uses certain information on its web sites. This information includes your internet protocol address, information about your browser (Netscape, Internet Explorer, etc.) and information about your Internet Service Provider (e.g., AOL, PacBell, etc.). An IP address is a unique number that is used to represent every single computer in a network. All computers on the Internet have a unique IP address. None of the foregoing information will be used by Aspire Health Plan in any way, or in connection with any other information, to identify you personally.

Aspire Health Plan may collect information about you through various online forms that you may voluntarily complete. Completion of these forms is entirely optional. If you supply any personally identifiable information to us on these forms (e.g., name/address/email address), Aspire Health Plan will not use this information to contact you unless you have specifically stated that we may do so.

HOW THE INFORMATION IS USED

Aspire Health Plan uses the statistical information gathered about you and all of its users for internal statistical purposes only, e.g., to track where users go on our web site. This type of information will be used to aid Aspire Health Plan in adding information to its web sites that will be useful for site users and that will improve the performance of our web sites.



COOKIES

A cookie is a small data file automatically and without notice written on your hard drive when you visit certain web sites. A cookie allows the web site to recognize you each time you visit the web site and to personalize the web site for you. The only personal information a cookie can contain is information you voluntarily supply yourself on the web site. A cookie cannot read data off your hard drive or read cookie files created by other web sites. Cookies are used widespread on the Internet.

This website uses web analytics tools to help analyze how users use the site, for advertising purposes and to help improve visitors' experiences on the website. The information generated by the cookie about your use of the website (including IP address) is transmitted to our partners. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity for Aspire Health Plan.

SECURITY MEASURES

Aspire Health Plan uses reasonable precautions to protect your personally identifiable information. When users submit personally identifiable information, it is protected both online and offline.

All user electronic information is protected behind a firewall, and the data input on our web site is also encrypted. Aspire Health Plan also protects user information offline. Only employees who need the information to perform a task are granted access to personally identifiable information. Finally, the servers we use to store personally identifiable information are kept in a secure environment behind locked doors, and only authorized individuals have access to the servers.

LINKS TO THIRD PARTY SITES

Our web site contains links to third party web sites. Once you leave our web sites, our privacy policy no longer applies, and you will be subject to the privacy policies, if any, of the third party web site to which you have linked. We are not responsible for the privacy of your information once you leave our web site.

CONTACTING ASPIRE HEALTH PLAN

If you have questions or concerns regarding this policy, you should contact Aspire Health Plan by email privacy@aspirehealthplan.org or at the following address:

Aspire Health Plan
PO Box HH
Monterey, CA 93942

Local: 831-574-4938
Toll Free: 855-570-1600

Local TTY: 831-574-4940
Toll Free TTY: 855-332-7195