



## METCARE Health Plans, Inc. - Website Privacy Policy

Metropolitan Health Networks, Inc. and its affiliated companies (collectively "MetCare") are committed to maintaining the privacy of those who communicate with us through our Website (the "site").

We have created this Privacy Policy, effective October 1, 2005, in order to demonstrate our firm commitment to your privacy and to make clear what happens to any information we collect. This Policy also discloses our information gathering and dissemination practices for the site.

METCARE has a Notice of Privacy Practices that describes how it uses and discloses protected health information; the individual's rights to access, to request amendments, restrictions, and an accounting of disclosures of protected health information; and the procedures for filing complaints. You may view the Notice of Privacy Practices.

Occasionally, the terms of this Policy may change. We reserve the right to change this Policy without notice to our users.

Your use of our site is also subject to the Terms of Use.

### Security

Our site requires users to give us unique identifiers in order to log into many areas of the site. These identifiers include, as appropriate, the subscriber identification number, provider identification number, employer identification number, and/or an assigned personal identification number (PIN). We utilize these unique identifiers to verify the user's identity and eligibility, in order to protect our members from the release of sensitive or personally identifiable information to unauthorized users.

You must take responsible and appropriate steps to safeguard your identification numbers to help protect your privacy.

Our site has additional security measures in place to protect against the loss, misuse and/or unauthorized alteration of the information under our control, including but not limited to:

- \* Built-in firewalls (a combination of computer hardware and software) to keep unauthorized users from accessing information through METCARE's computer network.

- \* Encryption technology, including Secure Sockets Layer (SSL) for certain communications.

We aim to protect and keep confidential all information that is voluntarily provided to METCARE through this site, and to treat such information with the same consideration and confidentiality as any information sent to us by the US mail or communicated to us by telephone. The nature of the Internet, however, prevents us from guaranteeing the confidentiality of information we receive through the site or via e-mail. If you wish, you may contact us instead by telephone at the telephone number listed on your ID card.

## Outside Parties

We have hired outside vendors and contractors to assist us with the development, improvement and maintenance of this site. We have taken measures to ensure that any personally identifiable information given to us remains with METCARE and is not passed through to the outside vendor or contractor, unless the user voluntarily gives, or authorizes us to give, the vendor that information.

Please note that this site contains links to other parties' websites. METCARE is not responsible for the privacy practices or the content of such other websites.

## Information Gathering

**Personally Identifiable Information.** Personally identifiable information means data unique to the user, such as a name, address, email address, social security number, date of birth, or telephone number. METCARE will not collect personally identifiable information about you unless you or your representative provide us that information voluntarily. METCARE may collect personally identifiable information about you from you or your representative on application and order forms, through requests for information, products or services, or in order to fulfill orders, deliver requested materials and information about METCARE to you, respond to your questions, or deliver a product or service. We also use your contact information to get in touch with you when necessary. Users may opt-out of receiving future mailings; see the "Opt-Out/Changes" section below.

If you provide personally identifiable information to us voluntarily through our site, we will not sell, license or transmit that information outside METCARE and those affiliated companies involved in administering or providing services for our health benefits plans, unless you or your representative expressly authorize us to do so.

We will disclose personally identifiable information in compliance with applicable laws and regulations and will require the recipient to protect the information and use it only for the purpose provided.

**Internet Protocol Addresses.** An Internet Protocol address is a number that automatically identifies the computer/machine you have used to access the Internet, the way a phone number identifies you on the phone system. The address enables our server to send you the webpages that you want to visit, and it may disclose the server owned by your Internet Service Provider. We utilize your Internet Protocol address to help diagnose problems with our server and to administer our site.

**Cookies.** Cookies are pieces of information that a website transfers to a user's computer for purposes of storing information about a user's preferences. Just as many major Web sites use cookies as a standard practice to provide useful features when a user visits the site, we use cookies to deliver content specific to your interests. Cookies in and of themselves do not personally identify users, although they do identify a user's computer. A user can set his or her browser to refuse cookies, but then he or she may not be able to take full advantage of the site.

**General Information.** METCARE routinely gathers quantitative information on website activity, including the number of users to the site, and the pages visited. No personally identifiable information is collected in this routine activity, and METCARE reserves the right to share such information with others.

## Opt-Out/Changes

At certain locations on our site where we request information about the user, our site provides users the opportunity to opt-out of receiving communications from us. Users may also review and request changes to their personally identifiable information that METCARE has collected, including removing their information from our database in order to prevent receipt of future communications or to halt receipt of our website services, using any of the following options:

- \* You can send your request via e-mail to [webmaster@metcare.com](mailto:webmaster@metcare.com)

- \* You can submit your request online

- \* You can mail your request to the following postal address:

Webmaster, Metropolitan Health Networks, Inc., 777 Yamato Road, Suite 510

Boca Raton, Florida 33431

- \* You can submit your request by calling the following telephone number: (561) 805-8500

## Contacting the Website

If you have any questions about this Privacy Statement, the practices of this site, or your dealings with this site, please contact:

Webmaster

Metropolitan Health Networks, Inc.

777 Yamato Road, Suite 510

Boca Raton, Florida 33431

[webmaster@metcare.com](mailto:webmaster@metcare.com)