

[Digital HIPAA Authorization](#)

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[The HealthCo Chatbot uses Google Cloud technology to answer your questions](#)

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HealthCo is partnering with Google to create digital tools that are more applicable to your specific needs, and to give you more convenient access to information about your healthcare plan. This collaborative effort (the “Program”) involves HealthCo gathering and utilizing customer information and sharing it with Google Cloud so that we are able to provide an integrated conversational chatbot tool. The Chatbot allows users to ask questions on our member portal—for example, “Have I met my deductible this year?”—and to receive answers quickly and conveniently.

For this customized, interactive chat functionality to work, HealthCo shares your data with Google Cloud

To offer a personalized experience, HealthCo already collects, uses, and discloses Personal Information and Protected Health Information (PHI) across our digital tools and channels. This information can include, among other things, **demographics** such as your name and date of

birth, **contact information** such as phone number, address, and email address, **details about receipt of healthcare services** such as dates of service and medical conditions and procedures, **details about your insurance benefits** such as policy number and claims, and information about **your activities on our digital tools and channels** such as internet protocol (IP) address, device identifier, and cookie ID.

If you agree to these terms and continue to use the HealthCo Chatbot, the information we collect may be transferred to Google Cloud. This information would be used to deliver the Chatbot and other program services as well as to improve them over time.

We need your permission because data stored by Google Cloud is not covered under HIPAA

As an entity subject to the Health Insurance Portability and Accountability Act (HIPAA), HealthCo must meet standards set by federal regulations regarding the collection, use, and disclosure of information relating to your healthcare and payment for your care. The law requires that we ask for your consent before collecting your information, using it, or disclosing it to Google Cloud in connection with the Program.

We take steps to reduce the risks of data sharing

HealthCo recognizes that Google Cloud is not subject to the HIPAA, and it also may not be subject to the same federal and state laws governing the collection, use, and disclosure of Personal Health Information (PHI). However, we take steps to ensure that your information is handled responsibly. Your data is encrypted when it is being transmitted between our systems and our partners' systems, and while stored in Google Cloud's data centers. Google Cloud personnel are not permitted to access your data without our explicit permission. Google Cloud will not sell your PHI or use it for advertising.

HIPAA Authorization

I understand that HealthCo must collect, use, and disclose my Personal Information and Personal Health Information (PHI) to Google Cloud in order to deliver this Program and provide the Chatbot. I understand that Google Cloud is not subject to HIPAA or certain other healthcare information laws that HealthCo must follow.

I understand that the PHI that could be disclosed includes, but is not limited to, the following:

- information maintained in my health plan's member portal such as policy number, co-pay, co-insurance, and deductible information, dates of service, and claims information

- any information I type into the Chatbot interface

I am aware that my PHI might include certain sensitive medical information regarding HIV, behavioral health, or drug and alcohol conditions, if such information is contained in my member portal or if I type such information into the Chatbot interface.

Accordingly, I authorize HealthCo as follows:

I authorize HealthCo to disclose my PHI to Google Cloud for purposes of supporting the Program. This Authorization will remain in effect until I revoke it by notifying HealthCo as specified below.

I acknowledge that Google Cloud is not subject to HIPAA or certain other federal and/or state privacy and security laws and regulations in the same manner, or to the same degree, as HealthCo. I understand that I will not have the right to access or amend the information about me that is stored with Google Cloud.

I understand the risks to my information by participating in this Program and I hereby authorize the collection, use, and disclosure of my PHI.

I acknowledge that under certain laws or regulations, HealthCo's disclosure of my information could be deemed a "sale" of information. I authorize HealthCo's disclosure of my information in connection with Program activities even if such disclosure constitutes a "sale" under applicable law.

This Authorization will remain in effect until I revoke it. I understand that I may revoke this Authorization at any time via the Data Sharing section in the Chatbot's Options menu, or by sending an email to HealthCoITSupport@HealthCo.com indicating my intent to revoke. I understand that my revocation will not apply to any information that was sent to Google Cloud before I revoked my authorization.

I understand that I am not required to provide my authorization in order to receive healthcare services or insurance benefits. I also acknowledge that I am entitled to a copy of this Authorization upon request.

If I choose to revoke this Authorization, I understand that I will no longer be able to use the HealthCo Chatbot and will no longer receive other benefits associated with this specific Program. I understand that I will still be able to use the HealthCo website but that my experience may not be customized in certain ways that are possible when participating in the Program and using the Chatbot.