

## Terms and Conditions

**Premier Health provides population health management services to its health plan members. Services include wellness program tools and technology, including this website. Services also include the health assessment, online lifestyle improvement programs and interactive health education provided on this website.**

**Premier Health additionally provides health plan administrative services. Services provided under health plan administration include provider network access, provider networking management, quality assurance and process improvement, utilization review and management, covered member services and claims administration.**

**Premier Health provides these tools, technology and services through its contract with Evolent Health, and Evolent Health's license with UPMC Health Plan. All references to Premier Health in this notice also reference this contract.**

**By using our site, you agree to the following terms of use, which constitute an agreement between Premier Health and you.** This website is designed for general educational and informational purposes only and does not render medical advice or professional services. The information provided through this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional health care, and is designed to support – not replace – the relationship you have with your healthcare provider. If you have, or suspect that you may have a health problem, you should consult your healthcare provider. If you think you may have a medical emergency, call your doctor or seek emergency medical services immediately. Premier Health disclaims any liability whatsoever for any documentation, information, programs, software, or other material that is or may become a part of the website. Premier Health does not warrant or guarantee that the information will meet your needs and requirements and/or will not be offensive to any user.

Our website may include links to third-party web service providers. These links are provided solely as a convenience to you and not as an endorsement of the content on such sites. We are not responsible for the content of linked third party sites.

### **Using "Cookies" to Monitor Website Usage**

When you access the website, we may monitor and record your usage of our site during your visit. We collect this information only to enhance your experience while you are here. For example, we use the information to help make the site as consumer-friendly and informative as possible.

We monitor your visit to the site through the use of "cookies." A "cookie" is a piece of data that a website can send to your browser while you are using the site. A cookie is not a computer program — it cannot read data from your computer, perform any action on your data, or embed any commands in your computer. While cookies are used to identify repeat visitors to a website, they do not contain any personally identifying information about you, such as your name, e-mail address, user ID, or password.

Cookies cannot gather any personal information about you other than information you provide voluntarily, such as the information you enter if you choose to register on the site.

Premier Health uses cookies to help ensure security. By examining cookies during a visit, the website can verify that the visitor requesting an action is still the same visitor who originally logged on to the site. Cookies also keep track of aggregate statistics for a website, such as the total number of visitors that use the site, the server location from which each visitor accesses the site and the number of pages each visitor views. Premier Health collects this information but never provides it for sale, lease or other arrangement with any third party. Premier Health uses the information internally as a tool to improve the quality of the information and services we offer through our website.

Most browser software lets you decide whether or not you want to allow cookies to be created. You can set your browser to notify you when a website sends a cookie to your computer. Most browsers also provide a way for you to remove cookies from your computer. If you tell your browser to deny cookies while you are visiting the Premier Health website, your visit may be terminated for your protection.

### **Security Policy**

Premier Health is committed to complying with all federal, state, and local laws, as well as applicable regulations, standards, and guidelines established by government agencies and accepted accrediting organizations.

To access information in our secure portals, we will provide a secure transmission method for you to send us personal information, including (but not limited to) primary personal information (such as name and contact details). Once you have successfully registered for one of our secure portals, we will ask you for an identifier (e.g., member ID, user ID, website password, etc.) and a password to authenticate your visit to the site.

While such secure transmission methods provide reasonable protection against unauthorized access, if you have concerns regarding the transmission of sensitive information (such as medical information), you should consider using non-electronic communication methods.

We have implemented security policies, rules and technical measures to protect the personal data that we have under our control from:

- Unauthorized access
- Improper use or disclosure
- Unauthorized modification
- Unlawful destruction or accidental loss

All our employees and data processors who have access to, and are associated with, the processing of personal information are obliged to respect the confidentiality of our visitors' personal information.

### **Content Review**

Premier Health's goal is to provide high quality health information through the content on its websites. Every effort has been made to provide accurate, timely and comprehensive information that will be useful to our readers.

We define content as all material (text, images, graphics, tables, audio, and visual) and menu icons, bars, listings, indices, as well as functions that support content, such as links, navigation, searches, and calculations.

Premier Health uses original, stock, and purchased photography on the website. The individuals portrayed in the images are models and are not intended to imply endorsement or association with any illness or condition.

We do not offer you any warranty or guarantee related to our sites; we specifically disclaim any warranties, expressed or implied. It is the responsibility of visitors to our site to evaluate the information we provide and determine its relevancy and usefulness to them.

We welcome your feedback about the content provided on the Premier Health website. However, we must make the final decisions about the information that is posted on our site to ensure that it meets the needs of all of our users.

### **Restrictions on Use**

By using our website, you agree to the following terms of use, which constitute an agreement between

Premier Health and you.

We may change these terms from time to time. You may view the most current version through the link that appears on the bottom of all pages on our website.

Premier Health owns the information on this website. The entire contents and design of this site are protected under U.S. and international copyright laws. You may look at our website online, download information to your computer to read later, or print copies of pages for yourself, your family, or your friends. However, you must not remove any copyright notices from our materials. We reserve all other rights, meaning you must not sell our information, rewrite or modify it, redistribute it, use it on your own website, or use it for any other commercial purpose without our prior written permission.

Premier Health, through our partnership with UPMC Health Plan, controls the websites from offices in Pittsburgh, Pennsylvania, USA. By accessing our websites, regardless of where you are located, you agree that the statutes and laws of the Commonwealth of Pennsylvania will apply to all matters regarding the use of our websites.

By accessing our website, you agree with these terms and conditions. We reserve the right to change the terms and conditions when necessary, and your continuing use of our website constitutes your acceptance of and agreement to any changes.

#### **Not a Substitute for Medical Advice**

The contents of Premier Health's website, such as text, graphics, images, information obtained from Premier Health's licensors, and other material contained on the websites ("Content") are for informational purposes only and are not intended to render medical advice or professional services. The information provided through this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional care. If you have or suspect you may have a health problem, you should consult your healthcare provider. Never disregard professional medical advice or delay in seeking it because of something you have read on Premier Health's website.

Premier Health disclaims any liability whatsoever for any documentation, information, programs, software, or other material that is or may become a part of the website. Premier Health does not warrant or guarantee that the information will not be offensive to any user. The user is hereby put on notice that by accessing and using the website, the user assumes the risk that the information and documentation contained in the website may be offensive and/or may not meet the needs and requirements of the user.

#### **Contacting Us**

Should you have any questions regarding these Terms of Use, the Notice of Privacy Policies, or the collection, retention, or management of any information on this website, please contact the Member Services Department (Premier Health One Plan Member Services: (855) 572-2159) (Premier Health Advantage Plan Member Services: (855) 572-2161) (Premier Health Business Value Plan Member Services (855) 572-2160) TTY users call (855) 250-5604).

