

CareEntrust Health Records for Health Plan Participants Frequently Asked Questions (General)

CareEntrust (general)

Where can I get more information about my CareEntrust Health Record?

For additional information, you may also contact CareEntrust's customer support team at 816-221-7714 or toll free at 1-866-631-3737 from 7 a.m. to 7 p.m. Monday through Friday or anytime at support@careentrust.org.

What is CareEntrust?

CareEntrust is a not-for-profit health information exchange (HIE) located in the Kansas City area. As an independent "trusted agent," CareEntrust provides a secure, longitudinal view of health information to both consumers and authorized health care providers in order to improve the safety, quality and efficiency of healthcare. By providing consumers with access to their own health information, it allows for the consumer to become more engaged in their own health and the ability to provide access to their health care providers.

CareEntrust Health Records (general)

What is a CareEntrust Health Record?

A CareEntrust Health Record collects and organizes health care visit information, including medication data and lab data from screenings (when available), to create a secure repository for much of what a health care provider needs to know in order to effectively treat their patients. The CareEntrust Health Record will offer immediate and secure access to a person's own health information across multiple locations, by facilitating communication among health care providers. The CareEntrust Health Record can prevent adverse drug events and medication overdoses by offering the most up-to-date information, eliminate redundant procedures and unnecessary hospital admissions, and aid in the delivery of coordinated, hassle-free care.

How does the CareEntrust Health Record assist in reducing inefficiencies in the healthcare system?

The CareEntrust Health Record helps connect the consumer and their health care providers across multiple locations by creating a health record for every person participating. The CareEntrust Health Record creates a network for the secure sharing of information at the point of care and helps increase the quality of health care by cutting out the errors and redundancies within the system.

CareEntrust and My Employer

Who from my employer is eligible for a CareEntrust Health Record?

State of Kansas employees in the greater Kansas City area and surrounding cities who are enrolled in a State of Kansas medical plan are eligible for this service. These employees' dependents who are enrolled in a State of Kansas medical plan are also eligible.

Do I have to have a CareEntrust Health Record?

A CareEntrust Health Record will be automatically established on behalf of each Kansas City area plan participant. However, you have the right to totally “opt out” of the program at any time, thereby removing your CareEntrust Health Record from the system, by contacting CareEntrust Support at 816-221-7714 or toll free at 1-866-631-3737. In addition, you may keep your CareEntrust Health Record but restrict access to some or all medical providers. See the “Privacy, Security, and Selecting Provider Access Levels” section of this document for additional information.

What happens if I do not initially log onto my CareEntrust Health Record?

If you do not log onto the CareEntrust Web site and access your CareEntrust Health Record, your Health Record will not be viewable by any participating CareEntrust physicians. You must manually go in and grant access to providers to take full advantage of your Record and ultimately improve the safety, quality and efficiency of your health care.

Your CareEntrust Health Record

What type of information will be included in my CareEntrust Health Record?

Electronic medical records are the future of health care, and employees and their dependents are getting in at the ground floor of this with CareEntrust. In addition, at launch your CareEntrust Health Record will include claims filed with an insurance provider through your medical plan for the past 2 years if you were covered by the State Employee Health Plan. This can help prompt a dialogue between you and your medical provider about previous treatments you may have received.

CareEntrust will periodically update the type of information available in your CareEntrust Health Record. For instance, last Summer 2008, you were able to input your *own* personal health data.

In the late Spring 2009, you will be able to update immunizations and fax information into your record.

Will my CareEntrust Health Record include any “screening” data, such as my cholesterol level or blood pressure?

Your CareEntrust Health Record does not currently include screening data such as cholesterol or blood pressure. However, CareEntrust regularly adds new services, and screening data may be included in the future as employee-entered information and/or information received from screening providers.

From where does CareEntrust receive the information for my Health Record?

Information is loaded into the CareEntrust system from your medical plan and your pharmacy benefit manager.

Note that information in your CareEntrust Health Record is received from your employer’s medical and prescription-drug administrators, NOT directly from your physician. Information such as doctor’s notes will not be included in your health record.

Can I input my own information into my CareEntrust Health Record?

Yes. CareEntrust has the functionality to allow users to add data into their own CareEntrust Health Records such as:

- Demographics
- Medications (prescription and non-prescription)
- Allergies
- Personal history
- Family history
- Social history
- Surgeries and procedures

Is there any charge to me or my dependents for having or using a CareEntrust Health Record?

No. The cost for this health benefit is covered by your Employer. There is no charge to employees and their dependents.

Privacy, Security and Selecting Provider Access Levels

What do I do if I don't want anyone else to have access to my CareEntrust Health Record?

The "default" setting for your CareEntrust Health Record restricts access to your Health Record so that only you may view it, but you ultimately have the ability to determine who else has access to your Record. For the quality and efficiency of your health care, it is recommended that you log onto your Record and grant access to CareEntrust-participating medical providers. This will allow any of these providers who declare a treatment relationship with you to have access to your Record.

You may also totally "opt out" of having a CareEntrust Health Record, thereby removing your CareEntrust Health Record from the system. To do this, please contact CareEntrust Support at 816-221-7714 or toll free at 1-866-631-3737.

How do I grant or deny access to participating providers?

You may set your preferred level of provider access in the "Sharing" section of your CareEntrust Health Record under "Manage Access." Simply choose your desired selection, and click the "Apply" button. You may change your selection at any time.

Options available are:

- Grant access to all health care providers using CareEntrust (recommended)
- Grant access to health care providers using CareEntrust at specific facilities (you select on a facility-by-facility basis)
- Deny access to all health care providers (default)

If you decide to grant access on a facility-by-facility basis, type in the name of the selected organization and click "Go." If you cannot find your organization, you can send an email to support@CareEntrust.org or call 816.221.7714 or toll free at 1-866-631-3737. Finally, you can monitor access to your record by reviewing "View Audit Report" under the Sharing section of your record.

Does my employer have access to my CareEntrust Health Record?

No, your employer will not have access to your CareEntrust Health Record.

Is my information secure?

As a business associate of many healthcare covered entities (defined under the Health Insurance Portability and Accountability Act – (HIPAA)), CareEntrust takes privacy and security very seriously. In order to assist in meeting compliance with the HIPAA laws, CareEntrust has implemented administrative, physical and technical safeguards to secure health information. For example, each participating provider is limited to accessing the minimum amount of data necessary based on the provider's role. The CareEntrust Web site is safeguarded with a Secure Sockets Layer that transmits private application pages through the Internet. A state-of-the-art technology center, which maintains appropriate HIPAA policies and procedures, hosts the CareEntrust Health Record to ensure the physical security of the data. *None of the participating companies gain any rights to data collected through this effort.*

Using your CareEntrust Health Record with your physician

Who has access to my CareEntrust Health Record?

Once you first log onto access your CareEntrust Health Record, you will have access to it from any computer with Internet access.

The default setting of your CareEntrust Health Record does *not* allow physicians to access your Health Record. You must actively log onto your Record to grant access to participating physicians (either to all participating physicians or on a facility-by-facility basis). Granting access to all participating physicians allows you to take full advantage of your Record, so this option is recommended to ultimately improve the safety, quality and efficiency of your health care. Remember, once you grant physician access, only those physicians who declare a treatment relationship with you will be able to access your record, and your employer will *never* have access to your Record.

Which medical providers are currently participating in CareEntrust?

As a founding sponsor of CareEntrust, your employer is one of the first organizations to launch the CareEntrust Health Record. Today, limited health care providers have access to the CareEntrust system; however, CareEntrust will continue to add physician practices, inpatient (hospitals), outpatient (specialty hospitals), urgent-care clinics, emergency rooms and pharmacies will be signed up to use the CareEntrust system.

Remember, even if your physician is not yet participating in CareEntrust, you can still print out a copy of your CareEntrust Health Record to discuss with him or her.

How do I know if my physician or the medical facility at which I'm receiving treatment is participating in CareEntrust?

To find out if one or more of your medical providers or a specific medical facility is participating in CareEntrust, you can ask the provider's office when you set up an appointment or discuss it directly with the provider. You may also call CareEntrust support at 816-221-7714 or toll free at 1-866-631-3737, or e-mail support@CareEntrust.org.

New providers and facilities are signing up to use CareEntrust all of the time. Read below to see how you can help get one of your medical providers added.

[Note: CareEntrust is a separate organization from existing medical and prescription-drug benefit plan administrators, so some providers in these plan administrators' networks may not be using CareEntrust at this time. In these situations, your medical provider will not be able to electronically access your CareEntrust Health Record (though you can always provide a printed copy to him or her). Whether or not your provider is using CareEntrust, the claims data related to your visits will still be added to your Health Record.]

What do I do if one of my medical providers is not using CareEntrust?

If your health care provider is not participating presently, you are free to print out a copy of your CareEntrust Health Record and give it to him or her during your visit.

CareEntrust highly encourages participants to become more engaged in their health and "spread the word" regarding the new CareEntrust Health Record. There is no charge to health care providers to use the CareEntrust health information exchange system. Interested health care providers can contact CareEntrust at 816-221-7714 or toll free at 1-866-631-3737, or email support@CareEntrust.org.

How can I get one or more of my medical providers added to the CareEntrust network?

To request a provider be added to the network, please contact CareEntrust support at 816-221-7714 or toll free at 1-866-631-3737, or e-mail support@CareEntrust.org.

First time using/accessing your CareEntrust Health Record

How do I access my CareEntrust Health Record for the first time?

Eligible State of Kansas employees and their dependents will receive a letter with account registration information. The letter will provide the details needed to access your CareEntrust Health Record and grant or deny access to medical providers as needed. If you are unable to locate your letter, please contact CareEntrust support at 816-221-7714 or toll free at 1-866-631-3737, or e-mail support@CareEntrust.org.

Leaving Your Employer

If I leave my employer, will I still have my CareEntrust Health Record?

Yes. Your CareEntrust Health Record is portable, so you will be able to take it wherever you go in the Kansas City area. Note, however, that claims from current employer's medical and prescription-drug administrators will only continue to be loaded into your Health Record as long as you are using these administrators. If you are hired by another area company that participates in CareEntrust, additional claims will begin to be loaded.

Additional information

Which employers are participating in CareEntrust?

CareEntrust has more than 20 employer sponsors to date which represent other large and small companies, and federal and state government entities.

Why do employers participate in this effort?

CareEntrust offers the potential to increase healthcare quality and decrease costs by leveraging healthcare information technology (IT) to prevent harmful and expensive medical errors, while minimizing inefficiencies and administrative costs. *Most importantly, participating employers believe in CareEntrust's mission and the long-term goals.*

How does CareEntrust benefit its members?

This program aims to give members better, safer healthcare. By using a CareEntrust Health Record, healthcare providers can help a member:

- Compile a portable record of their medical care over time
- Improve safety by avoiding adverse drug reactions and dosing errors
- Reduce cost and time burdens as a result of duplicate testing
- Complete less paperwork
- Avoid unnecessary healthcare procedures