
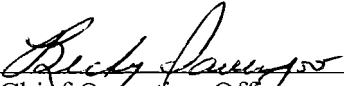

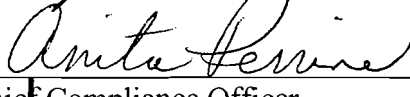
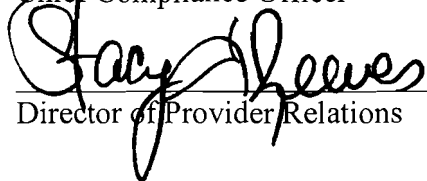


**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

SUBJECT: Privacy and Security Policy		INDEX NUMBER 7.11-P		Page 1 of 4	
RESPONSIBLE DEPARTMENT HEAD: Chief Information Officer					
Review Date					
Effective Date	07/01/09				
Revision No.	2009-06				

Approved		Date	6/11/09
	Carol Sorrell, R.N. Chief Executive Officer		
Approved		Date	6-1-09
	Becky Sawyer Chief Operating Officer		
Approved		Date	6-1-09
	Steve Wood Chief Information Officer		
Approved		Date	6/1/09
	Anita Perrine Chief Compliance Officer		
Approved		Date	5/29/09
	Gary Heaves Director of Provider Relations		

POLICY¹: Kern Health Systems (referred to as “KHS” or “we”) is committed to protecting the privacy of personally-identifiable information that we collect from the KHS Provider portal website (referred to as the “site”) by “you” the Vendor.

This Privacy and Security Statement is not intended to govern any existing or future web sites and/or services operated by third parties such as www.kernhealthsystems.com.

PURPOSE: The scope of KHS’s commitment is detailed in the Privacy and Security Policy, and by using this site you agree to KHS’s Privacy and Security Policy.

PROCEDURE:

1.0 ROLES AND RESPONSIBILITIES

This Privacy and Security Policy applies to www.providerportal.khs-net.com, and is operated by Kern Health Systems. KHS and its officers, directors, employees, agents’, contractors and subcontractors are required to honor this Privacy and Security Policy.

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Information you share is kept strictly confidential and fully secure. Your encrypted (encoded) information is protected using "Secure Socket Layers (SSL)" as it passes between your browser and the KHS servers. Only authorized persons are permitted to access your personal information. All authorized persons must abide by security, privacy, and confidentiality agreements.

All of the personal information collected from you on the site, including names and addresses, are stored behind a "firewall," and defenses have been erected to seek to enhance the protection of your information from outside attack by hackers and curious visitors.

KHS wants to assure you that confidentiality is priority. KHS is committed to maintain the highest level of confidentiality, including the information from this site, with all information we receive. You will be assigned a unique user name and password by our *Provider Relations Department*.

The assigned user name and password will be used to authenticate you when you enter the site. After site authentication, the access granted is based on the vendor and will only allow access to specified web pages. Any attempt to access Personal Health Information (**PHI**) other than what the vendor or KHS has granted permission for you to access is in violation of this agreement.

2.0 PERSONALLY-IDENTIFIABLE INFORMATION COLLECTED AND STORED

KHS may use personal information you voluntarily submit to us so we can identify and register you for the password-protected portion of the website.

- A. We may use your Secret Question or Secret Response if you forget or misplace your password.
- B. We may ask you for personal information, via our website, so we can deliver materials requested or respond to inquiries that you have made.
- C. By providing an email address, you are providing KHS with an easy way to disseminate information. We will never release your email to other entities without first informing you of this action and allowing you a chance to opt-out.

The purpose of obtaining Personal Information is to provide a secure website, properly validating your entry into the website and handling your requests. KHS does not disclose, give, sell, or transfer any personal information about our visitors unless required for law enforcement or statute.

3.0 INTERNAL SECURITY PROCEDURES

KHS utilizes a variety of security technologies, including encryption, authentication and monitoring to safeguard the integrity of the information and prevent unauthorized access. We use Secure Sockets Layer (SSL) technology to protect the security of your online information within the Site. This technology encrypts information transmission when you are logged on to your KHS Web Account.

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When you are within the site, communications and transactions occur under the protection of secure encryption including: "message center," "technical support," and "contact us" communications.

We collect and store only the following information about you: the date and time you access our site and your IP address. We use your IP address to help diagnose problems with our server and to administer the website. Logged information includes IP addresses and/or domain names, browser and operating system information, and information on the action performed on the web server.

A typical log entry looks like this:

```
74.6.19.215 - - [24/Jul/2007:10:00:20 -0400] "GET /Homepage/Default.htm  
HTTP/1.0" 404 329 "-" "Mozilla/5.0 (compatible; +MSIE+7.0; +Windows+NT+5.1;)"
```

We honor valid law enforcement warrants or subpoenas for logs.

4.0 COOKIES

KHS does not utilize cookies on our website.

HTTP cookies (also referred to as tracking cookies or simply cookies) are small pieces of text, stored on a user's computer by a web browser; and contain the user's settings, shopping cart contents, or other data used by websites.

5.0 SUSPICIOUS ACTIVITY

Logs of suspicious activity and access information may be kept indefinitely for site security purposes. Evidence of attacks or other malicious activity may be shared with law enforcement agencies as necessary to apprehend and prosecute individuals who abuse our resources.

6.0 LEGAL

KHS cooperates with law enforcement inquiries, as well as other third parties, to enforce laws. We can disclose any information about you to law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate. We will engage or work with law enforcement in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may expose us, our service, content providers we work with, or you to eliminate legal liability.

Kern Health Systems maintains this website to provide better access to information about our Plan and health-related issues. This service is continually under development. While we try to keep the information as current and accurate as possible, we make no warranty of any kind, implied or express, as to its accuracy, completeness or appropriateness for any purpose. We will make an effort to correct errors brought to our attention by you the user of the site.

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While we do our best to ensure your privacy, we cannot be responsible for the privacy practices of other sites. A link to a non-KHS website does not constitute or imply endorsement by KHS. Additionally, we cannot guarantee the quality or accuracy of information presented on non-KHS websites. We encourage you to review the privacy practices of any website you visit.

7.0 UPDATES

This Privacy Statement is effective as of May 1, 2009. KHS may make changes to any section of this website including this Privacy Statement without notice. This statement is not intended to and does not create any contractual or other legal right in or on behalf of any party.

¹ **Revision 2009-06:** Policy created to provide privacy and security to the KHS provider portal (website).